



Fatoora Portal

User Manual

Version 2



Fatoora portal objective

This portal aims to onboard the user's EGS Unit through generating cryptographic stamp identifier or renewing the existing one or revoking it. In addition, the user can view the list of onboarded solutions and devices.

Taxpayer accessing and logging into the Fatoora Portal

The user can access Fatoora portal through this link <https://fatoora.zatca.gov.sa/> or through ZATCA's website by clicking on Fatoora's icon to redirect to Fatoora portal.

Please note, these credentials are different from credentials used for Developer Portal.

The screenshot shows the login interface of the Fatoora Portal. At the top left, the word "Login" is displayed. At the top right, there is a link "LOGIN TO CUSTOMS" with an external icon. Below the header, there are two input fields: "TIN or Email" with a person icon and an information icon, and "Password" with a key icon. Below the input fields, there is a link "Forgot Password or Username? Change mobile number". There are two buttons: a green "Login" button and a blue "Switch to new login screen" button. At the bottom, there is a list of links: "Entities Registration", "Individual's Registration (Economic Activities)", "Individual's Registration (Selling Properties)", "Important Instructions" (with an information icon), "Education Journey", "Information security", and "Privacy Statement".

The user can access the portal using his ERAD Credentials:

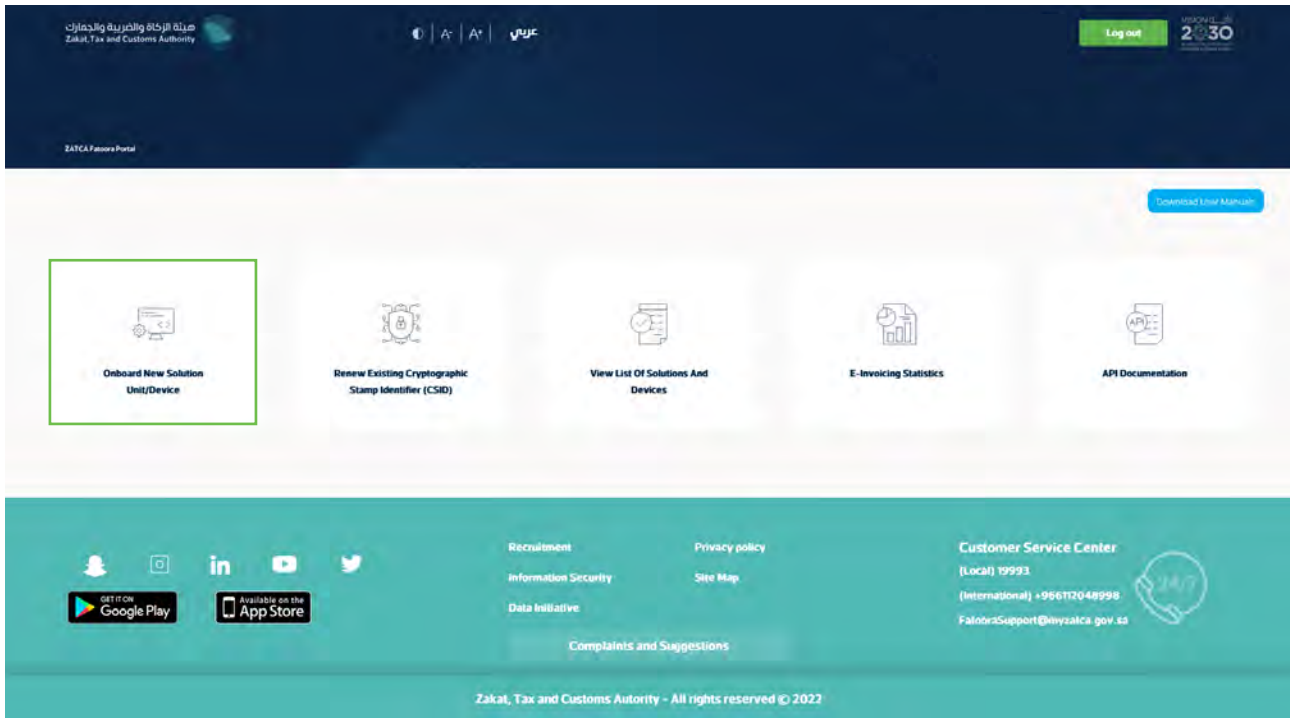
- TIN or email registered with ZATCA
- Password





Onboarding the user's EGS Unit

After accessing Fatoora portal, click on "onboard new solution unit/device".





The Taxpayer chooses to generate OTP code(s) for single or multiple EGS Unit(s) by entering the number of OTP codes they would like to be generated.

The screenshot displays the ZATCA E-invoicing Onboarding and Management Portal. At the top, the header includes the ZATCA logo, navigation links for Arabic and English, VAT Number, and a Log out button. A breadcrumb trail shows the user is on the 'Onboard/New Solution Unit/Device' page. A central message box states: 'Taxpayers onboarding their E-invoice Generation Solution (EGS) are required to generate OTP Codes for every single EGS or Device in order to complete the Onboarding process. OTP Codes are valid for 1 hour from the time of generation. Taxpayers can generate up to 100 OTP Codes in one request.' Below this, a form contains a 'I am not a robot' checkbox, a text input field for the number of OTP codes (with a maximum of 100), and a 'Generate OTP Code' button. The footer features a Newsletter subscription form, links for Recruitment, Privacy Policy, Information Security, and Site Map, a Customer Service Center with contact details (Local: 19993, International: +966112048998, info@zatca.gov.sa), and social media icons for Snapchat, Instagram, LinkedIn, YouTube, and Twitter. It also includes 'Available on Google Play' and 'Available on the App Store' badges.





The Fatoora Portal generates the OTP code(s) (valid for 1 hour), which will be displayed on the Portal and can be copied or downloaded in a file.

16 OTPs have been successfully generated (OTP Code is valid for 1 Hour)

Device	OTP Code	Action
Device 1	1 2 3 4 3 4	Copy Code
Device 2	1 2 3 4 3 4	Copy Code
Device 3	1 2 3 4 3 4	Copy Code
Device 4	1 2 3 4 3 4	Copy Code
Device 5	1 2 3 4 3 4	Copy Code

Page 1 of 2

Home Export to File

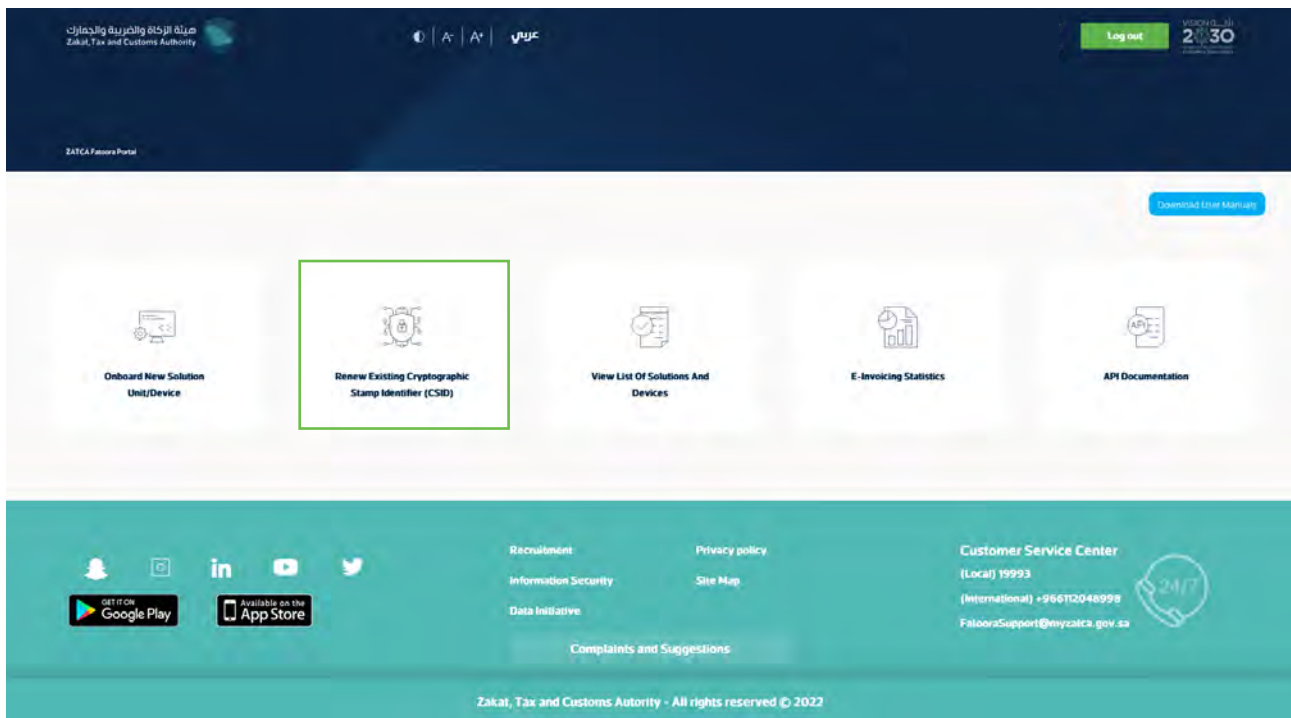
The Taxpayer enters the OTP code(s) on their own EGS Unit(s) within 1 hour of the OTP code's generation.





Renewing Existing Cryptographic Stamp Identifier (CSID)

After accessing Fatoora portal, click on "Renewing Existing Cryptographic Stamp Identifier (CSID)".



The Taxpayer chooses to generate OTP code(s) for single or multiple EGS Unit(s) which require renewed Existing Cryptographic Stamp Identifiers (CSIDs) by entering the number of OTP codes they would like to be generated.

Taxpayer's renewing the existing Cryptographic Stamp Identifier (CSID) for their E-invoice Generation Solution (EGS) are required to generate OTP Codes for every single EGS or Device in order to complete the renewal process. OTP Codes are valid for 1 hour from the time of generation. Taxpayers can generate up to 100 OTP Codes in one request.

I'm not a robot 

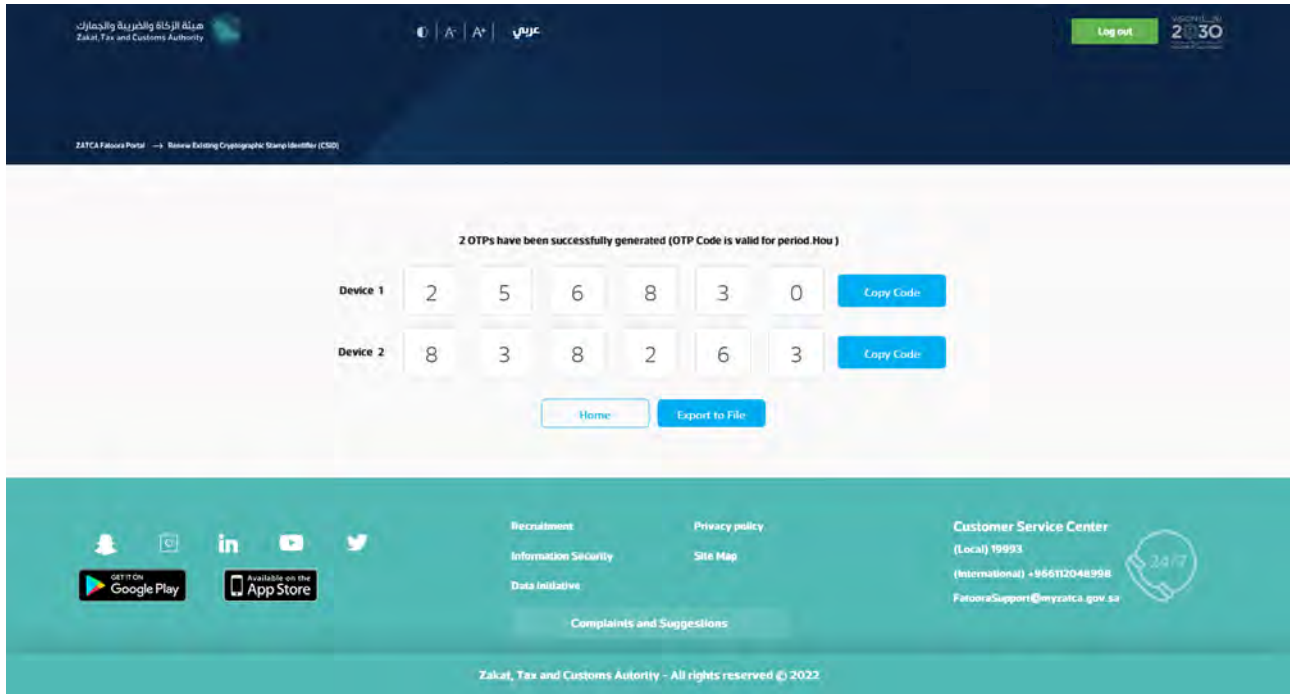
Please enter the number of OTP Codes to be generated (maximum 100)

1-100





The Fatoora Portal generates the OTP code(s) (valid for 1 hour), which will be displayed on the Portal and can be copied or downloaded in a file.



The Taxpayer enters the OTP code(s) on their own EGS Unit(s) which requires renewed Existing Cryptographic Stamp Identifier (CSID) within 1 hour of the OTP code's generation.





View list of onboarded solutions and devices and revocation process.

After accessing Fatoora portal, click on "View list of solutions and devices".

The screenshot shows the ZATCA Fatoora Portal dashboard. At the top, there is a dark blue header with the ZATCA logo and name in Arabic and English, a 'Log out' button, and a '2030' vision logo. Below the header, there is a 'Download User Manual' button. The main content area features five service tiles: 'Onboard New Solution Unit/Device', 'Renew Existing Cryptographic Stamp Identifier (CSID)', 'View List Of Solutions And Devices' (highlighted with a green box), 'E-Invoicing Statistics', and 'API Documentation'. The footer contains social media icons, app store links, and contact information for the Customer Service Center, including a 24/7 helpline and email address.





The user will be able to view a list that includes a summary of all EGS Unit(s) that have been onboarded by the user. In addition, the user can filter, sort and search based on specific inputs available in the list of Solutions and Devices. Also, he can revoke any of the listed devices by clicking on the device and then clicking "revoke".

View List Of Solutions And Devices [Download List](#)

Filter by

Search **Status** **Onboarding Date** **Certificate Expiry Date**

Revocation Date

Common Name	Serial Number	Vat Number	Organization Unit Name	Organization Name	Country Name	Status	Onboarding Date	Certificate Expiry Date	Revocation Date	Revoke CSID
10347102020-2009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>
02370040044-3009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>
02370040044-3009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>
02370040044-3009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>
02370040044-3009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>
02370040044-3009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>
02370040044-3009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>
02370040044-3009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>
02370040044-3009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>
02370040044-3009400000000	14012102020-2009400000000	3009400000000	151	151	SA	ACTIVE	03 Apr 2022	02 Apr 2027	-	<input type="checkbox"/>

[Filter](#) [Reset](#)

1 of 17

Recruitment **Privacy policy**
Information Security **Site Map**
Data Initiative

Customer Service Center
(Local) 19993
(International) +96612048998
FatouraSupport@myzatica.gov.sa

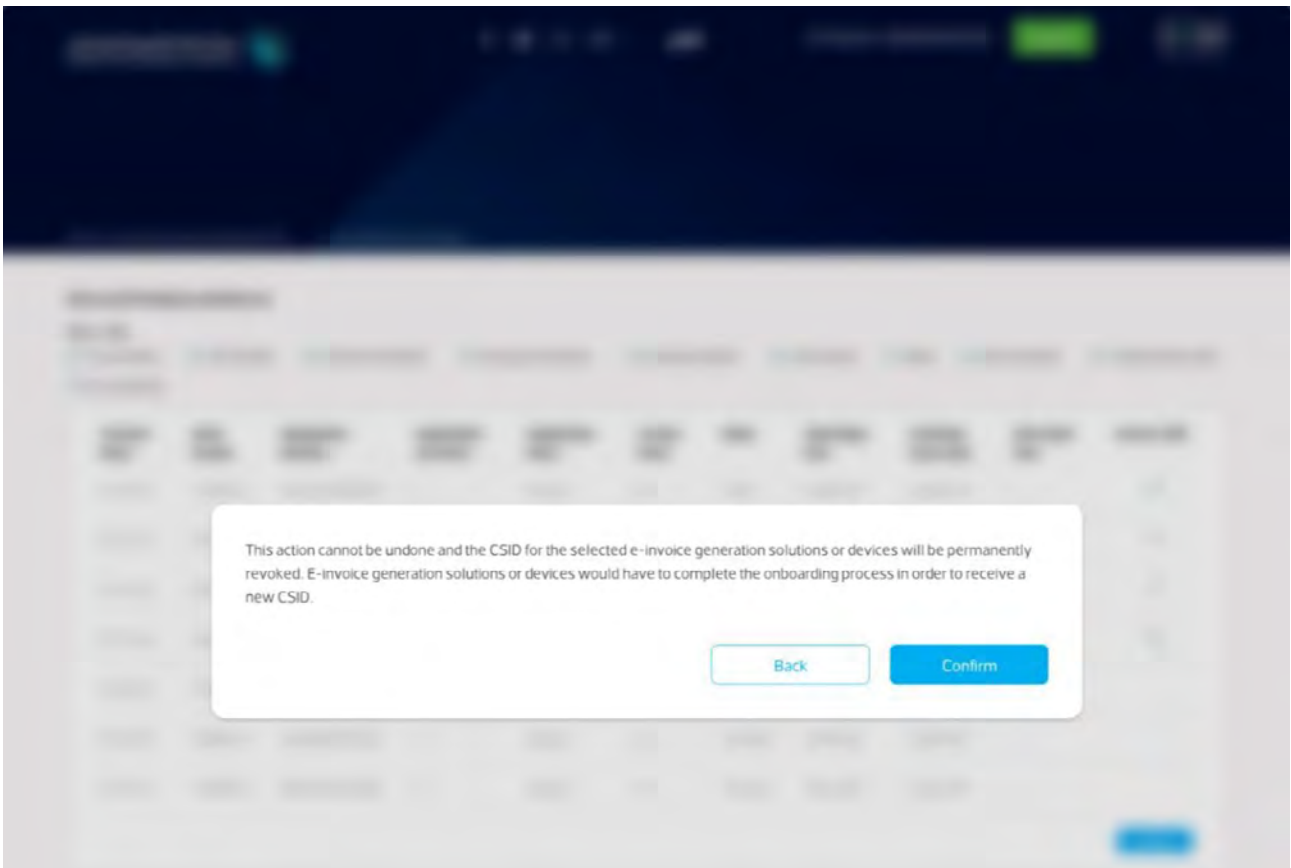
[Complaints and Suggestions](#)

Zakat, Tax and Customs Authority - All rights reserved © 2022





The user is prompted to click on a confirmation message before proceeding with the revocation.



Once the user confirms, the CSID(s) is/are revoked and the EGS Unit(s) is/are longer active.





E-invoicing statistics

After accessing Fatoora portal, click on “E-invoicing statistics”:

The screenshot displays the Fatoora portal interface. At the top, there is a dark blue header with the Zakat, Tax and Customs Authority logo and name in Arabic and English, a 'Log out' button, and the date '2023-03-30'. Below the header, the main content area features five service tiles: 'Onboard New Solution Unit/Device', 'Renew Existing Cryptographic Stamp Identifier (CSID)', 'View List Of Solutions And Devices', 'E-Invoicing Statistics' (highlighted with a green border), and 'API Documentation'. A 'Download User Manuals' button is located in the top right of the main area. The footer contains social media icons, app store links, and contact information for the Customer Service Center, including phone numbers and an email address. The footer also includes a 'Complaints and Suggestions' link and a copyright notice for 2022.





The user will be able to view summarized statistics of all documents submitted in the past 12 months for Reporting and Clearance, split in terms of "Accepted documents", "Accepted documents with warnings" and "Rejected documents". For the latter two, the Taxpayer can request the detailed CSV files of the errors and warnings.

E-Invoicing Statistics

taxpayer generated e-invoicing documents. →

The Statistics below are for documents submitted by your E-Invoice Generation Solution Units / Devices in the past 12 months

As Seller

Category	Documents Accepted	Documents Accepted With Warnings	Documents Rejected	Total
Reported	2	0	0	2
Cleared	17	0	6	23

Buttons: Request Detailed Reported Report (CSV), Request Detailed Cleared Report (CSV)

Footer: Zakat, Tax and Customs Authority - All rights reserved © 2022





API Documentation

After accessing Fatoora portal, click on "API Documentation".

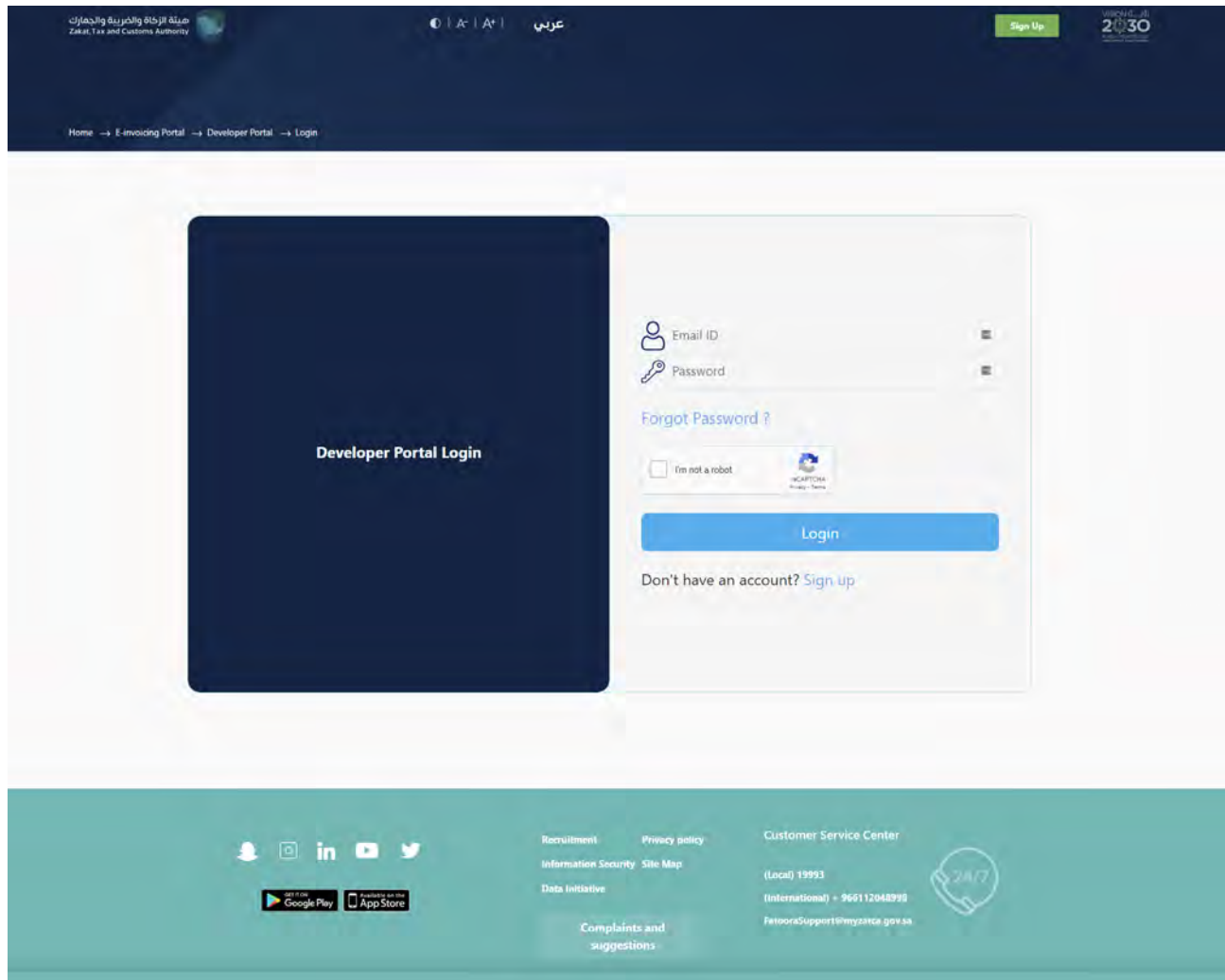
The screenshot shows the Fatoora portal interface. At the top, there is a dark blue header with the Zakat, Tax and Customs Authority logo and name in Arabic and English, a 'Log out' button, and a '2023-2030' vision statement. Below the header, the main content area features five service tiles: 'Onboard New Solution Unit/Device', 'Renew Existing Cryptographic Stamp Identifier (CSID)', 'View List Of Solutions And Devices', 'E-Invoicing Statistics', and 'API Documentation'. The 'API Documentation' tile is highlighted with a green border. At the bottom, there is a teal footer containing social media icons, app store links, a list of links (Recruitment, Privacy policy, Information Security, Site Map, Data Initiative, Complaints and Suggestions), and contact information for the Customer Service Center (Local: 19993, International: +96612048998, Email: FatooraSupport@mizcalca.gov.sa).





The Taxpayer will be redirected to the Developer Portal. For instructions on how to use the Developer Portal, please review the Developer Portal User Manual.

Please note, these credentials are different from credentials used for Fatoora Portal.



External Document

This guide has been prepared for educational and awareness purposes only, its content may be modified at any time. It is not considered in any way binding to ZATCA and is not considered in any way a legal consultation. It cannot be relied upon as a legal reference in and of itself, It is always necessary to refer to the applicable regulations in this regard. Every person subject to zakat, tax and customs laws must check his duties and obligations, he is solely responsible for compliance with these regulations. ZATCA shall not be responsible in any way for any damage or loss The taxpayer is exposed to that results from non-compliance with the applicable regulations.