

## FAQ

**I don't have a ration card. How do I get a ration card issued?**

Ration cards are issued by your squadron's CSS (Command Support Staff).

**Can I request more than one VAT Exemption request on the same day?**

Yes, but there will be a processing fee charged for each check issued.

**Is there a limit on the amount the invoice can be?**

No, provided you have the funds to pay for the transaction.

**Can I pick up the check from the VAT Exemption Office?**

Yes, pick up between 3pm-4pm in room 123. Please inform the cashier when making payment.

**Does RAF Lakenheath offer the VAT Exemption Program?**

Yes, their VAT Exemption Program is located in the MPF Building, bldg. 977, RAF Lakenheath.

**Schedule Your Appointment Online**

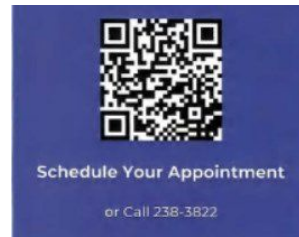
**[www.calendly.com/48fss-vat](http://www.calendly.com/48fss-vat)**

Phone: COM: 01638-523166 or  
DSN: 314-226-3166

# RAF Mildenhall Value Added Tax (VAT) Exemption Program

**Schedule Your Appointment Online**

**[www.calendly.com/100fss-rm](http://www.calendly.com/100fss-rm)**



## RAF Mildenhall VAT Exemption Program

FSS Fund or 100 FSS Fund

Bldg. 450

RAF Mildenhall  
Bury St. Edmunds  
Suffolk IP28 8NF

or

100 FSS/FSR  
UNIT 4702  
APO AE 09459

DSN: 314-238-3822

Commercial: 01638-543822

Email: [100fss.fsra@us.af.mil](mailto:100fss.fsra@us.af.mil)



# RAF Mildenhall Value Added Tax (VAT) Exemption Program

**APPOINTMENT ONLY**

**[www.calendly.com/100fss-rm](http://www.calendly.com/100fss-rm)**

Monday-Friday

0800-1200

**Closed US & UK Holidays,  
Goal & Family Days**

**DSN: 314-238-3822**

**Commercial: 01638-543822**

**Email: [100fss.fsra@us.af.mil](mailto:100fss.fsra@us.af.mil)**

## Program Eligibility Requirements:

- Valid DoD ID Card
- Valid Ration Card
- Invoice addressed to 100 FSS or FSS Fund
- Processing Fee (based on rank/grade)
- Cash, Charge Card or pound (£)  
Cashier's Check made payable to 100 FSS
- Completed application form

**Building 450**

**(across from the Galaxy Club)**



## What is the VAT Exemption Program ? Information

Value Added Tax (VAT) is levied on the sale of goods or services by UK businesses . The VAT Exemption Program is open to all eligible personnel authorized a valid DoD ID card and valid ration card. The program enables personnel to purchase good or services without paying the VAT.

Purchases should only be made after vendor agrees to participate in the program and issues an invoice addressed to FSS Fund or 100 FSS Fund.

Payment to the vendor is made by check. Due to bank charges, some businesses will not accept checks for payment and may not participate in the program.

The following are some examples of the most common goods or services the VAT Exemption Program is used for:

- ◆ Vehicle Rental
- ◆ Vehicle Repairs
- ◆ Furniture
- ◆ Veterinary Treatment
- ◆ Window Replacement
- ◆ Solicitor's Fees
- ◆ Heating Oil (Kerosene)

There are some exceptions for goods or services that you are **unable** to use the VAT Exemption Program. For example:

- ◆ Purchasing a vehicle
- ◆ Purchasing a house
- ◆ Utility Bills (Electric, Phone etc.)
- ◆ Renovations or refurbishments

All invoices are subject to approval. If you have any questions regarding the eligibility of goods or services authorized for the VAT Exemption Program please call **COM: 01638-543822** or **DSN 314-238-3822**.

## VAT Exemption Program Process Step 1

- ◆ Goods or services cost must be £100.00 or more including VAT.
- ◆ Find out if the Vendor is willing to participate in the VAT program. The program is voluntary for vendors and must accept payment via check. A letter explaining the program to the Vendor is available from the VAT Exemption Office. Do not pay the vendor prior to receiving the check
- ◆ Obtain an invoice addressed to 100 FSS or FSS Fund. The invoice must contain the following information:
  - Name of the Vendor (business or individual)
  - Vendor Address
  - Vendor Phone Number
  - Detailed listing of each item & price per item and/or service
  - Total Cost of Purchase (excluding VAT)
  - Date of Invoice (should be within 30 days)

The VAT Exemption Office accepts Credit Cards, Debit Cards, Cash (\$ or £) or a Pound Sterling (£) Cashier's Check made payable to 100 FSS.

**Personal checks will not be accepted.**

Go to your VAT Exemption Office with your invoice made payable to 100 FSS, payment method of Charge Card, cash or pound cashier's check (payable to 100 FSS), processing fee and valid DoD ID card and valid ration card.

The processing fees for each VAT transaction is:

<b>Rank/Grade</b>	<b>Cost</b>
E1-E6/ GS1-GS6	\$ 8.00**
E7 & above/ O-1 & above/ GS7 & above	\$10.00 **

In addition to the fee above customers paying with credit/debit will incur a 2% fee.

\*\*The processing fee can be charged or paid in dollar cash or pound cash equivalent\*\*

## Post Office Box Pick up Step 2

The VAT Exemption Office will provide the VAT Check and VAT Certificate (with return Envelope)

**Post Office Box Pick Up**  
RAF Mildenhall after 1500 Same Day

**Pick Up VAT Exemption Office**  
1500-1600 hrs Same Day

Checks can be picked up from the VAT Exemption Office between 1500-1600 same day. Please notify cashier when making payment if you are going to pick up.

## Completing the Process Step 3

Once received, please take the check and VAT Exemption Certificate to the Vendor to purchase goods or services.

Please have the Vendor sign and date each copy of the VAT Exemption form. The vendor will keep a copy for their records and provide you with the other signed copy to return back to the VAT Exemption Office within 10 business days using the return address envelope provided (through Base Postal Service), in person or can be scanned and emailed to [100fss.fsra@us.af.mil](mailto:100fss.fsra@us.af.mil).

Failure to return the signed copy of the VAT Exemption Certificate may result in your exclusion from future participation in the VAT Exemption Program.

**DSN: 314-238-3822**  
**Commercial: 01638-543822**  
**Email: 100fss.fsra@us.af.mil**