# Claiming your VAT

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#### **POLICY**

#### NATO UNCLASSIFIED



## NORTH ATLANTIC TREATY ORGANISATION

#### JOINT WARFARE CENTRE





#### **JWC DIRECTIVE 16-15**

JWC COS 18 /- 21257

DATE:

7 MAY 2018

SUBJECT:

REIMBURSEMENT OF MVA (VAT) FOR ENTITLED INDIVIDUALS

REFERENCE:

Supplementary Agreement between the Kingdom of Norway and HQ SACT

and SHAPE, dated 6 AUG 08

- 1. STATUS. This Directive is a reviewed Joint Warfare Centre Directive and in coordination with Directive 05-01 dated 12 APRIL 18. JWC Directive 00-01 "Index to JWC Directives/Supplements" will be amended to reflect current date of this directive.
- 2. PURPOSE. The purpose of this directive is to set out the policies and procedures in respect of the reimbursement of Norwegian Value Added Tax (VAT) paid by entitled individuals upon purchase of eligible goods, items, and commodifies on the local market or imported by parcel post / online ordering.
- APPLICABILITY. This directive applies to all personnel at JWC.
- 4. UPDATES. Interim changes are not authorized.
- PROPONENT. The proponent for this directive is DCOS SPT.
- SUPPLEMENTATION. This directive may not be supplemented.
- 7. ELIGIBILITY.
  - 7.1. The policies and procedures set out in this directive are applicable to all entitled personnel as defined at para 1-1 (s) of Reference A. Specifically, "entitled personnel" means the persons attached to HQs and limited to the members of the force, the civilian component, personnel belonging to national support element to HQs and dependents, as well as other NATO and PfP military and civilian personnel on official duty to HQs".
  - 7.2. "Entitled personnel" do not include national Norwegians and individuals ordinarily resident in Norway.
  - 7.3. Personnel on official temporary duty or participating in JWC sponsored training events shall not be granted eligibility to this procedure.

#### 8. PRIVILEGES.

- 8.1. Purchases on local market. Entitled personnel may only seek relimbursement of taxes paid on the purchase of non-consumable goods for personal use that are not reasonably to be considered as fixed property items. No tax relief or reimbursement is available on services, such as telecommunications, utilities, travel agents, service or labour charges or event tickets.
- 8.2. Import by parcel post. Reference allows for entitled personnel to receive items through parcel post free of duties and taxes provided that they are for personal use and the value of the contents do not exceed NOK 1,500.00. Entitled personnel may also receive gifts through parcel post free of duties and taxes provided that they are for personal use.

#### PURCHASE AUTHORIZATION AND CLAIM (PAC) FORM.

- 9.1. The PAC form, a sample of which is attached at Annex A, is used by entitled individuals to summarize eligible purchases and to calculate and request reimbursement of total VAT paid on purchases in Norway. The form is completed in arrears and need not be in the possession of the entitled individual at the time of purchase. Forms may be submitted at any time; it is not necessary to have all lines completed prior to submission.
- 9.2. In accordance with the Reference, all claims must be submitted without undue delay. Therefore, all receipts must be submitted within 6 months of their issue date. Only original receipts shall be attached to the PAC form. Copies shall not be used or form the basis for reimbursement.
- 9.3. PAC forms are to be submitted to JWC Community Services Section for review and processing. Subject to agreement between DCOS SPT and FINCON/IRO, PAC forms may be processed at NSE's. This, however, should be minimized so as to ensure consistent application of policy across the HQ.
- 9.4. An administration fee may be levied by JWC Community Services Section (CSS) or NSE's in respect to any administrative costs associated with processing or bank transfers.
- 10. CONTROL MECHANISMS. The reference directs JWC to implement sufficient administrative measures to stringently control privileges. To this end, the following procedures shall be observed:
  - 10.1. Upon in-processing, all entitled individuals shall sign a statement acknowledging that all goods purchased free of duty and taxes are solely for personal use and/or for that of his/her dependants and will not be disposed of in Norway by sale, barter or gift to non-entitled personnel.
  - 10.2. PAC forms shall only be accepted from individuals whose particulars are shown on monthly Duty Free Entitled Personnel Lists produced by Human Resources Management Branch.
  - 10.3. Once submitted to the respective NSE or CSS, each PAC will be serial numbered and registered in a control log. Control logs, as well as each PAC and its accompanying original receipts, shall be retained for a period of seven

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years. They shall be made available, as required, for regular reviews by the JWC IRO or by inspection by DCOS SPT, FINCON or Host Nation authorities.

#### 11. SUBMISSION AND PROCESSING OF PAC FORMS.

- 11.1. Entitled individuals purchase their desired item(s) at full cost (including taxes) and obtain a documented receipt. Receipts shall clearly show the items purchased, date of purchase, shop or vendor name and VAT registration number, purchase price of individual articles, and VAT amount charged.
- 11.2. They then shall complete a PAC Form, attach original receipts, and submit it to their NSE or CSS, as applicable. All receipts are to be numbered corresponding to the line number of the PAC form. Receipts should be presented well-ordered and arranged. Specifically, they should be taped flat to A-4 sheets and these sheets attached to the back of the PAC Form. Full explanation or description in English must be included on the receipts should what is printed from the retailer is not clear or complete. A sample of a completed PAC is at Annex A.
- 11.3. NSE's/CSS shall assign a sequential serial number to each form. They then shall review each to ensure individual entitlement, eligibility of submitted items for VAT refund, and mathematical accuracy. Should there be mathematical inaccuracies or non-eligible items on the PAC form, CSS shall make amendments by hand. Upon finalization of their review, each form shall be signed by the Chief CSS or their delegated representative.
- 11.4. At the end of each month, NSE's/CSS shall then complete two lists of all PAC forms processed; one list shall be in serial number order and the other shall be in alphabetical order of entitled individual. The list in order of serial number shall then be forwarded under cover letter to BUDFIN who shall submit to MOD NOR requesting reimbursement from the Host Nation.
- 11.5. Copies of all completed forms shall be forwarded to individuals through the JWC internal mail system for their retention and records. Copies of receipts for non-eligible items with a description of why they were not included on the final submission to BUDFIN shall also be passed to individuals.
- 11.6. Once approved by the Host Nation, reimbursement funds shall be received by BUDFIN in their local NATO bank account. BUDFIN shall then transfer these funds to CSS local bank accounts. NSE's/CSS shall then verify the amount(s) received and make individual bank transfers to claimants' local Norwegian bank accounts. In the case of CSS, a NOK 10.00 per transfer fee shall be levied and withheld at source.
- 11.7. Entitled individuals who depart prior to receipt of reimbursement. Should an entitled individual depart prior to receipt of reimbursement of any submissions, there are three methods for which the funds, when received, may be passed to them:
  - 11.7.1. To their Norwegian bank account: This is the preferred option and accounts may be closed after all expected transactions are finalized;
  - 11.7.2. To their home nation bank accounts: All international bank transfer details are required for this option and all transfer fees will be deducted from the reimbursement amount.

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- 11.7.3. To a third party: A written request is required for this option with the name and banking information of the third party, such as a colleague. It is then the third party's responsibility to pass the funds to the departed individual.
- 11.8: There is no set timeline from the point of submission of a PAC form to receipt of reimbursement. White past averages are in the two to three month range, this may vary.
- 12. WITHDRAWAL OF PRIVILEGES. Upon recommendation of DCOS SPT or a Senior National Representative (SNR), the Chief of Staff may withdraw an individuel's tax and duty-free privileges with due cause. Although each situation may be different and merit specific investigation, examples of such instances may be disposal of tax free goods to non-entitled individuals or fraudulent submission of VAT refund claims. Privileges may be revoked only in writing to the individual concerned with copies passed to Head, Community Services Section and Head, Human Resources Management Branch.

FOR THE COMMANDER JOINT WARFARE CENTRE

JAN ØŠTBØ Golonel, NOR-A

Director of Management and Chief of Staff (acting)

ANNEXES: A. Sample Purchase Authorization and Claim (PAC) Form

DISTRIBUTION

#### External-

ACT BUDFIN NCIA CSU Stavanger NEC CCIS SSC

#### internal-

COM
COS
SPECAD
DOM
ET&I DCOS
ET&I PROG DIR
ET&I EX PLAN DIV
ET&I EX PROD DIV
ET&I TTD DIV
DCOS SPT
LEGAD
PAO

# Steps!

- ▶ 1. Do wnload the latest Purchase Authorization and Claim (PAC) form.
  - The form may be retrieved from the http://426stavanger.com/webpage.
- 2. Now list the claimable items purchased on the PAC, and add pertinent personal information.
  - Only entitled items can be claimed and the PAC cannot have any items older than 6 months so file your claims early!
- 3. Receipts! Attach receipts to a blank piece of paper, one-sided.
  - The receipts should be numbered in accordance with their listing on the PAC form. For example, if a receipt is listed in row 12, the receipt should be numbered 12. Cross out unentitled items from the receipt and change the total and VATamount.
- 4. File your PAC with Mr. Enrico Iannace at the JWC community support section. He is the acting NSE for ALL personnel working in the compound.
  - U.S. Exc hange officers in Norway (PEP ONLY) will file directly to 426 ABS/SVS via official mail channels, no exceptions.
- 5. Now wait for your return. This may take a few months.

#### Annex B To JWC Dir 16-15 Dated May 10

#### Sample List of Eligible Items

- 1. Electrical appliances and electronic equipment.
- 2. Furniture.
- 3. Clothing.
- 4. Household utensils/linen/bedding.
- 5. Soft furnishings, including curtains.
- 6. Vehicle spare parts (but not consumable items such as oils and fluids).
- 7. Sports equipment, including skis, bicycles, toys etc.
- 8. Kitchen and tableware.
- 9. Jewellery, watches, ornaments.

#### Sample List of Ineligible Items

- 1. Food.
- 2. Toiletries (including make-up, hair dyes, etc).
- 3. Fixed property items such as fences.
- Utilities and telecommunications.
- 5 Cleaning Products.
- 6 Books, Magazines & Newspapers.
- 7 Membership fees.
- 8 Services (e.g. labour charges).
- Consumables (petrol, diesel, firewood, oil, heating oil, paint, light bulbs, batteries, ink cartridges, candles, napkin, plants, pens, paper, wrapping paper, ribbons, cards, envelopes, paper/plastic shopping bags, etc).

These lists are intended as a guide and are not exhaustive. If you are unsure if an intended purchase may or may not be eligible, contacts CSB. The key points to note on whether an item is eligible or not are that it is not consumable and may be moved back to your home nation with your household goods.



ANNEX A TO JWC DIR 16-15 DATED 7 MAY 18

#### PURCHASE AUTHORIZATION AND CLAIM (PAC) FORM

 Serial	Numbe	<u>ال</u>	· ]

#### Part A

This is to certify that the individual identified below has been granted authority to purchase, on behalf of Joint Warfere Centre (JWC), the goods itemized at Part B.

Lt Col	Here, Joe	SPT / 9xxx	CÂN / F
Rank	(Last Name, First Name)	(Division/Extension)	(Nation/Service)
	ng Pro-		
	W. P. C.		•
	NSE stamp	Authorisation Signature	e Support Element

#### Part B

Receipt #	Date of Purchase	Name of Company	Full Description of Purchase	Total Cost	Total VAT
	10/11/2016	MX Sport	hat	269.10	53,82
2.1	12/11/2016	MX Sport	sweater, skates	728.00	145.60
1.3 <sup>3</sup>	03/11/2016	Fretex	clothing	158,00	31.60
	27/10/2016	Skopunkten	atood	199.00	39.80
<b>75.</b>	27/10/2016	Lindex	clothes	282,60	46.40
6.	27/10/2016	H&M	clothing, jewellery	501.00	100.20
7.	27/10/2016	Соор	shoes, reflectors	298.00	59,60
8	23/10/2016	Europris	bed sheets	79.99	16.00
9	05/01/2017	Соор	shoes	399.00	79.80
<b></b>	05/01/2017	Clas Ohlson	cd płayer-radio	239,00	47.80
7 M	08/01/2017	Telektosken Kvadrat	2 x mobile phones	3598.00	719.60
12				·	
13				1	
12 15 16 17 18 19	2)	original receipts sha electronic form auto	t be completed to submit all be attached omatically calculates VAT ilable on request from CSS		
20			Grand Total:		1340.22

#### Part C

i, the undersigned, certify that I am an Entitled Individual, as defined in paragraph I-I of the Supplementary Agreement, and furthermore certify that all items identified at part B are for the personal use of myself or my dependants and will not be disposed of in Norway by sale, barter or gift to non-entitled personnel.

Lt Col	Here, Joe	1201 00 00000	
		Norwegian Bank Account	
Rank	(Last Name, First Name)	number	Signature

# NOTE! THIS FORM IS USED BY THE NSE (MR. IANNACE) TO PROVIDE FEEDBACK.

#### NORWEGIAN VAT (MVA) ADJUSTMENT AND FEEDBACK FORM

/2019

TO:

Date:

REF:

JWC Directive 16-15 dated 20 February 2017

1. Furthermore, but not limited to, items cited in above Reference (Page 7), marked items on the attached MVA / VAT Claim has been rejected and/or changed for the following reasons:

Line Number(s)	Riddel biblineders bilde habite as energy a service
Number(s)	NON-ENTITLED ITEMS AND REMARKS  Store/plastic base services labour food fraight/abinzing/transport
	Store/plastic bags, services, labour, fees, freight/shipping/transport, warranties, agreements, utilities live flowers/plants/animals, CONSUMABLE-EXPENDABLE-DISPOSABLE ITEMS (liquid)
	aerosols, candles, light bulbs, toilet brushes, standard batteries, razors & blades, refills, hoover bags
	regular toothbrush & heads, kitchen sponges, mop heads, latex gloves, potpourri & scents, balloons
	piñatas), PAPER GOODS, STATIONERY ITEMS (pens/pencils/markers/crayons/highlighters
	notebooks, post-its, staples, erasers, stickers/labels/tags, event/gift bags/cards, ink & toner cartridges
	non-perpetual advent calendars/agendas), OTC-Prescription drugs/medicines, Health & Beaut
	cosmetics/toiletries/perfume/make-up, cat box, scoopers, vermin traps, fuels/gas, ammunition.
	FIXED PROPERTY & HOUSE FIXTURES. Ceiling & wall lights/fans/cabinets, countertops
İ	toilet seats & parts, plumbing items, pipes/pumps, kitchen/bath basins/faucets/strainers/plugs/stops
	shower heads/hoses/curtains & rods, curtain rods & accessories, window blinds/screens/netting
İ	doors/doorbells/locks, keys, fitted carpets, floor panels, home alarms/detectors, fire extinguishers
	first-aid kit, floor panels, awnings/canopies, sheds, fences, vehicle license plates, plastic trim/strips
	DIY material - repair kits, sand, gravel, dirt, tapes, tie straps, clips, wood, sandpaper, adhesive/glue
ļ	lubricants, sealants, paints, nuts, bolts, hooks, clamps, screws, nails, washers, post/mail box
<u> </u>	walipaper, brackets/anchors, wall switch/socket, door/drawer handles, insulation, vent ducting, fuses.
	MVA/VAT amount incorrect IAW receipt details.
	MVA/VAT not paid OR MVA amount @ 25% must be clearly printed/shown on receipts-invoices.
	Item Description vague or not suitably specified. Descriptions must be clear & specific on receipt (hand written accepted) and/or MVA PAC form. CLARIFY & RESUBMIT.
	Insufficient mandatory receipt details required. Vendor/Store Name/Address, MVA amount, Norwegian Organisation MVA Number. Hand written accepted. CLARIFY & RESUBMIT.
	Complete REGISTER RECEIPTS OR ORIGINAL INVOICES (FAKTURA) REQUIRED. Credit
	Card receipts, Delivery or Order Confirmation receipts or bank statements w/o purchase form ARE
	NOT ACCEPTABLE. RESUBMIT ORIGINAL RECEIPTS/INVOICES.
	IAW JWC Directive 16-15 dated 7 may 2018 - "All claims must be submitted without undue delay."
	Receipts must be <b>SUBMITTED WITHIN 6 MONTHS</b> of their issue date".
	NOT ENTITLED - Receipt/Invoice is not addressed to you or your registered entitled dependents
ļ	OR sponsors name not recorded IAW JWC Directive 16-15 and JWC Personnel Register.
	NOTE - OTHER:
İ	•
	W of your project is attached will at . The state of the

2. A COPY of your receipt is attached with changes. Remaining items processed.

3. Original receipt returned suggests receipt is rejected with brief remarks/reason provided.

Enrico Januace, NIC, USA

# PURCHASE AUTHORIZATION & CLAIM (PAC) FORM STEP 1 - PAC PART A - IDENTIFICATION FART A - IDENTIFICATION 51950582 USA/AIR FORCE Rank Last Name, First Name Division/Phone Ext Namon/Service

CSB/NSE Stamp

CSB Authorization Signature

### STEP 2 - LISTED ITEMS PART B - LIST OF CLAIMED PURCHASES

Receipt NBr	Purthase Date	Store/Vendor Name	Brief Description of Purchase(s)	Receipt Total Amount NOK	Total MVA Claimed NOK
	31-Jan-19	XXI.	Wool socks, Hiking spikes f/shoes	946.00	
2	11-Jan-19	XXL.	back protector f/skiing, ski bag ig	1,198.00	
3-	30-Nov-18	Skeidar	Christmas santas	377.80	75.56
4	26-Sap-18	Telia	Phone Protector Screen	199.00	}
5	30-Nov-18	House of Norw.	Norwegian slippers	189.00	
6	27-Nov-18	Skeidar	Christmas santas	69.70	13.94
7	22-Sep-18	Jack n Jones	Blazer and full suit set	3,399.90	
8	11-Oct-18	GameStop	Two video games & charger f/Nintendo controller	1,699.70	339.94
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#### PART C - CERTIFICATION

the undersigned, certify that I am an Entitled Individual, as defined in the Supplemental Agreement between the Kingdom of Norway, HQ SACT and SHAPE. I certify that all items identified at Part B are for the personal use of myself or my dependants and will not be disposed of in Norway by sale, barter or gift to non-entitled personnel.

į.	
Rank Last Name, First Name	Norwegian Bank Acct Signature

XXL

XXL Sport & Villmark AS Avd. Forus

Lagenvejen 2, 4033 Stavanger Org. nr. 881 932 792 Telefon: (47)22 32 93 00

Butikk 302-6, Mads

laskvitterina 470307 2019-01-31 12:35

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WXXL Sport & Villmark AS

Avd. Forus

Lagervaien 2, 4033 Stavanger Drg: nr. 881 932 792

Telefon: (47)22 32:93.00

Butikk 302-7, Claudia

Salsskvittering 116436 2019-01-11 17:26

NOTE! CROSS -OFF ANYTHING UNENTITLED AND CHANGE TOTALS & DESCRIBE THE PURCHASED ITEMS IN ENGLISH!

Back Protector Ves 1 399.00 704865219456% TRUE BLACK M COCA LULA 5000112636833 STD 0,51 Flaskepant 2 km 1000030038492 799.00 Ski Bag XXL Alpina 1000000184242 STB 190CM 2 225,00 Totalt (3 Artikler) Gavekort: 1 000.00 Gavekortsaldo: 0,00 1 225.00 Rank: 25 11/01/2019 17:26

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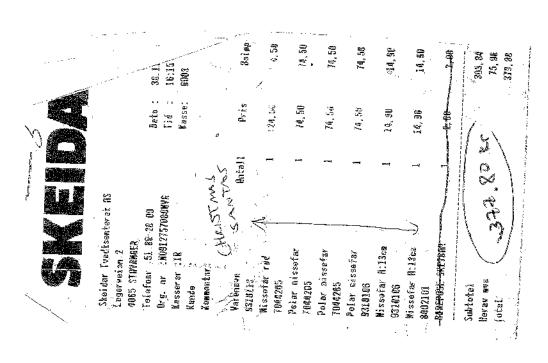
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## JACK BJONES'

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Til din informasjon:
Ved retur/reklamasjon må kvittering
fremvises. Merklapp må ver på plagget
3 dager deponering ved avtale
Salgsvarer byttes KUN i andre salgsvarer

Er det noe du lurer på ta gjerne kontakt

akk for besøket & velkommen tilbake :)

#### House of Norway Stavanger

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#### 

Alle julegaver kan byttes frem til 13 januar 2019 mot fremvisning av kvittering. Varen må være forseglet og ubrukt. Elektroniske gavekort, nedlastbart innhold og verdikort omfattes ikke av dette.

\*\*\*\*\*\*\*\*\*\*\* Hva synes dere om oss?

Nå har du sjansen til å vinne et gavekort.

Bes¢k www.GameStopSurvey.com
i l¢pēt av de 7 kommende dagene
for å delta i unders¢kelsen.

\* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \* \*

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proff of Ownership/ Picked -up the

## FILING THE PAC

- After you have care fully examined your receipts, and verifying the items, take your completely revised and finalized PAC with the receipts to Mr. Enrico lannace at the JWC Community Support Center.
- Exchange officers (PEP ONLY!!):
  - After completing your PAC and organizing your meceipts, and verifying the items, mail all pertinent items to the 426 ABS/SVS representative through the channels listed below and send us a copy of your orders to determine eligibility, and an email and phone number to reach you.
    - (Orders and contact information can be emailed to 426abs.services@us.af.mil)

#### Norwegian channels:

US Element Sola Sea Finance

Att: 426 ABS/SVS

Eike se tve ie n 29

4068 Stavanger

#### American channels:

426 ABS/SVS

Unit 6615

APO AE 09706-6615

Offic ial Business