

FAQ's

1. Do I have to bring my ration card to every visit?

Yes, the ration card is what proves that you are eligible for the VAT program

2. Is there a limit to the number of things that can be purchased VAT Free?

No, as long as the items meet all the requirements and the yellow certificates are returned, you can purchase as much as you would like.

3. Do I need to pay the vendor a deposit?

No, do not release any funds to the vendor, if they participate in the program they have agreed to accept funds from 423FSS in the form of a Government issued Pound Sterling Cashier's check.

4. Do all merchants participate in this program?

No, the VAT Program is strictly voluntary.

5. Can I use a Credit/Debit Card for payment at the VAT Office?

Yes, there will be a non-refundable 2.5% convenience fee for using a credit/debit card.

Appointment hours:

RAF Alconbury: Mon 2pm - 5pm,

Tues, Thur, & Fri 9am - 12pm

RAF Molesworth: Wed, Pending Appointments

Closed: Federal Holidays/Goal/Family Days

Note: VAT Services are offered

BY APPOINTMENT ONLY

We are located at:

RAF Alconbury Bldg 671 Room F20 Across
the street from the elementary school

RAF Molesworth in the Vosler Hall Dining
Room

Contact Us:

Phone: DSN 268-3803 Comm. 01480 84 3803

Email: 423FSS.VAT@us.af.mil

Web: www.rafalconbury.com/support/vat-office/

MPS:

VAT Office

423 FSS/FSRA

Unit 5623

APO AE 09470

British Address:

VAT Office

RAF Alconbury

Bldg. 671

Huntingdon, Cambs

PE28 4DA

(Value Added Tax) V.A.T. Relief Program



Customer Information

DO NOT PURCHASE the items or make deposits.

(This is not allowed under the VAT program. All invoices are subject to approval.)

Common Eligible Purchases :

- Auto Repairs
- Furniture Pieces and Sets
- Some Housing Services and Repairs (Restrictions apply)
- Electronics
- Jewelry

Selling price for each item or set of items*

MUST BE £100 OR MORE
(including VAT)

*('set of items' are individual items related or interdependent upon one another as per USAFEI 51-506. Ex: One shirt, 4 pairs of socks, and 3 vests do not qualify as a 'set' as they are not worn together).

The program is NOT authorized for the purchase of utility services, real property, or motor vehicles as per USAFEI 51-506.

We are unable to accept personal checks.

Customer Information

Those eligible for the VAT Relief Program Must Have a **Valid ID and Ration Card** for each appointment.

In order to process a VAT-free transaction through our office, please follow the steps outlined below:

1. **Find out if the supplier is willing to participate in the VAT Relief Program.**
Program participation is voluntary for the supplier. A letter explaining the program to the supplier is available on our web page (www.rafalconbury.com/support/vat-office/).
2. **Obtain an invoice/quote addressed to 423 FSS; the invoice/quote must contain the following information:**
 - a. Name of the Supplier
 - b. Supplier Address & Phone Number
 - c. Customer Name and 423 FSS
 - d. Itemization of goods or services & price per unit.
 - e. Total price of purchase. Invoice must clearly state the VAT exclusive amount.
 - f. Date of invoice (valid for 30 days)
3. **To schedule an appointment with the VAT Office email your invoice/quote to 423FSS.VAT@us.af.mil. You may also call 268-3803**
4. **Items to bring along to the appointment:** ID Card, Ration Card, Pound Sterling (£ Cash or £ Cashier's Check made payable to 423 FSS/FSRA to pay total of quote), and \$10 Processing Fee. If paying by credit card the non-refundable Convenience Fee is 2.5% of the USD converted amount of the quote in USD plus \$10 non-refundable Processing Fee.
5. **Take the check and VAT Free Certificate** to the vendor and get both copies signed. White copy remains with the vendor; Yellow copy has to be returned to the VAT office.
Failure to return yellow copy may result in your exclusion from future program participation.