

Intra – Community VAT Refund

USER MANUAL

VERSION 0.1

EUROPEAN DYNAMICS S.A.



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ACRONYMS / ABBREVIATIONS

Acronym/Abbreviations	Meaning
BIC	Bank Identifier Code
EU	European Union
IBAN	International Bank Account Number
MS	Member State
MSA	Member State Administration
MSEST	Member State of Establishment
MSREF	Member State of Refund
NACE	European Industrial Activity Classification (Nomenclature des Activités en Communauté Européenne)
NETP	Non Established Taxable Person
VAT	Value-Added Tax
TA	Technical Administrator

1. INTRODUCTION

This document is the instruction manual of the VAT Refund System.

The Value Added Tax, or VAT, in the European Union is a general, broadly based consumption tax assessed on the value added to goods and services. It applies more or less to all goods and services that are bought and sold for use or consumption in the Community. Thus, goods which are sold for export or services which are sold to customers abroad are normally not subject to VAT. Conversely imports are taxed to keep the system fair for EU producers so that they can compete on equal terms on the European market with suppliers situated outside the Union.

2. GENERAL UI ELEMENTS AND BASIC TASKS

2.1 Logging-in

The **VAT Refund** application opens with the following login screen where a valid Username / Password pair is required before a user is granted access to the application.

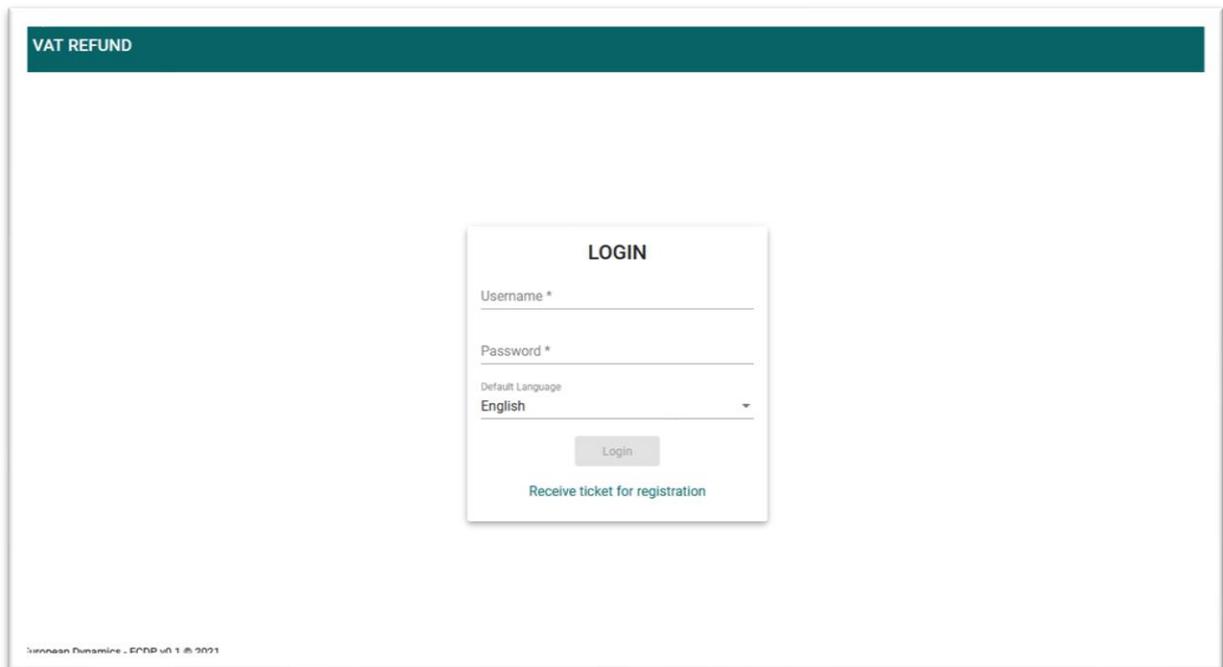


Figure 1: Login Screen

- The login screen is required for identifying user information. Enter your Username, Password and click the button Login.
- The system checks the validity of user data and identifies the role. If user has more than one role, a pop-up window prompts user to select the desired.
- Click “Login” button to continue to the functions of the system.

At the first time that user try to login the system displays a screen to change his password. After that the user can follow the login process using the new password.

2.2 Main application screen

Upon logging-in at the application the user is brought to the main application interface.

2.2.1 Basic Screen Elements

The interface consists of the following general screen elements as shown:

1. Menu show/hide button (shows / hides the section selector)
2. Section Selector (collapsible sections)
3. Action Selector (list of available actions depending on selected object)
4. Screen Inactivity timer / Message Alert indicator / Application Selector button / Logout button / Language selection
5. Grid/Page Navigation Buttons
6. Home Button
7. Back Button
8. Header Area (where applicable)
9. Detail Grid Area (Where applicable)

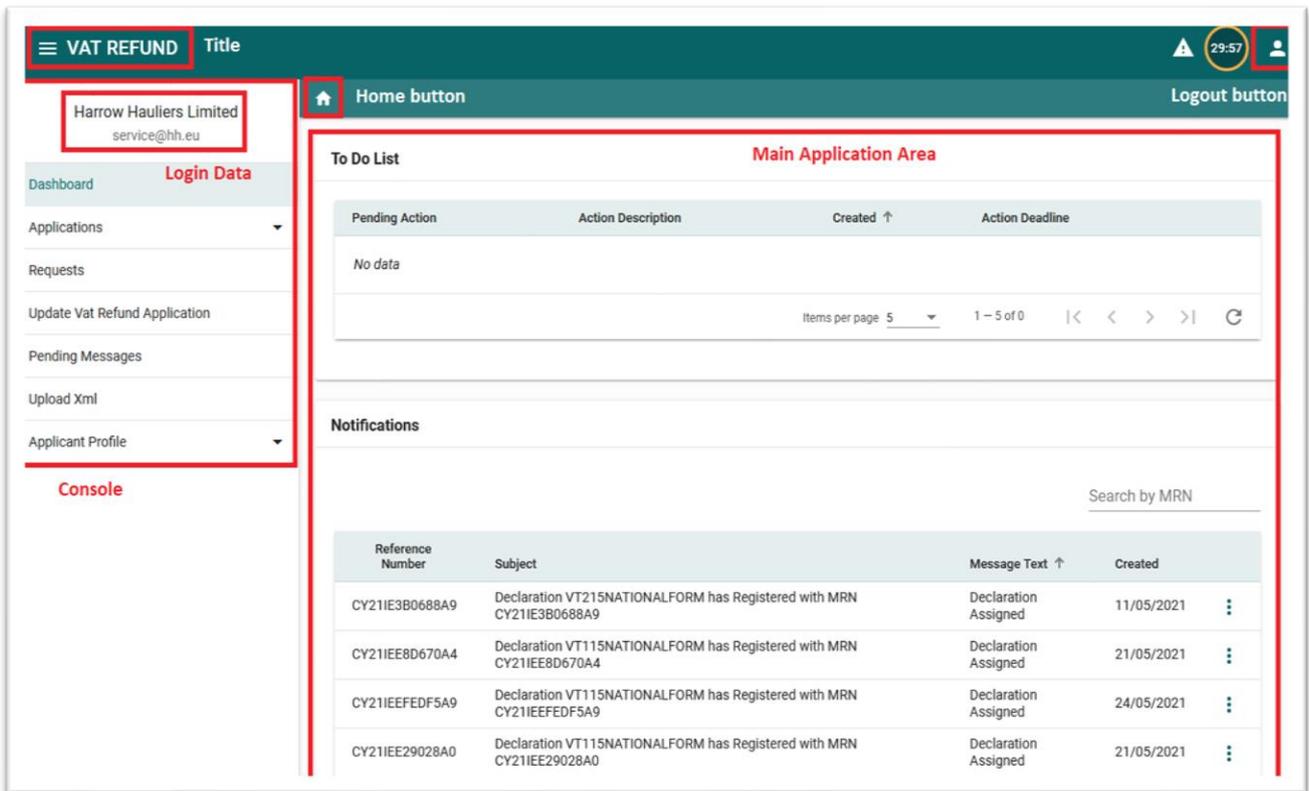


Figure 2: Application Structure

2.2.2 Data Field indicators

This section describes the special indicators that appear in fields where data entry is expected.

- a. Mandatory fields. A field that is marked with an asterisk icon, as in the image below, is mandatory. All mandatory fields of a form must be completed before the form can be submitted.

IBAN *

- b. Long search lists. A field that is marked with a magnifying lens icon, as in the image below, is associated with the long search list component.

Country *



- c. Short search lists. A field that is marked as in the image below is associated with the short search list component.

Identification Type



- d. Date selector. A field that is marked with a calendar icon, as in the image below, is associated with the date selector component.

Date



- e. Attach document. A field that is marked with a paperclip icon, as in the image below, is associated with the document attachment component.

Add



2.3 Common Components

The following sections describe common components that are used as part of the application grids and forms.

2.3.1 Grid Column Headings

Column headings are displayed as in the following example:

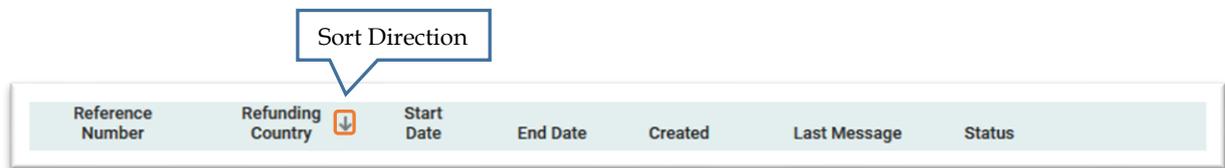


Figure 3 Grid column headings

By clicking on any of the column headings, an ascending sort is performed on the data in the selected column. The “Sort Direction” indicator is shown with an arrow as marked in the image above. The direction of the arrow denotes the direction of the sort order (ascending / descending). The sort order is numeric, alphabetic or by date depending on the type of data in the selected column.

Ascending sort order is applied by default when selecting a column. To change the sort direction, simply click on the arrow next to the column name.

2.3.2 Grid Footer

The footer element of a data grid is displayed as in the following example:

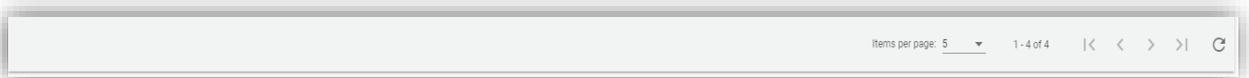
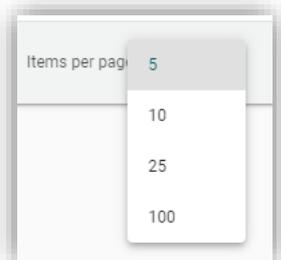


Figure 4 Grid footer

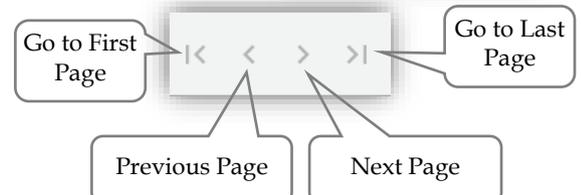
Each footer consists of three sections:

1. Items per page:
 - a. This section displays the number of items displayed (default is 5)
 - b. Clicking on the arrow next to the number of items indicator, reveals a drop-down list with the option to display 10, 25, or 100 items per page as shown on the right.
 - c. The range of items displayed and the total number of items in the grid is displayed next to the “Items per page” part of the footer. (e.g. 1 – 4 of 27)



2. Page navigation controls

The page navigation controls contain four action arrows as shown on the right.



3. Refresh Icon

The refresh icon  simply refreshes (reloads) the displayed grid data.

2.3.3 Advanced Filter

The advanced search facility, where available, provides the following functionality:

1. Selection of multiple filters, combined with AND/OR logic
2. Provides sorting criteria
3. Allows saving a “search” (collection of filters and sorting method created by the user) for easy recall and use.

The initial advanced search facility screen is shown below:

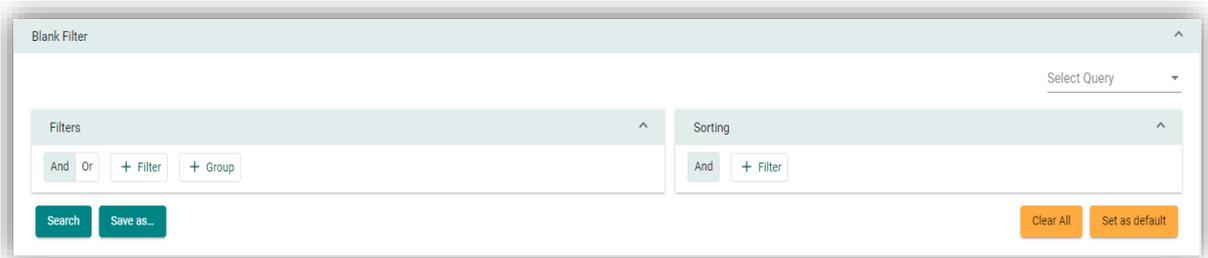


Figure 5 Advanced filter component

The Search facility consists of two main sections (Filters and Sorting), a “Select Query” drop-down element which allows selection of a previously saved search, and four buttons:



This button ‘runs’ the search, causing the grid below the search section to display any matching data.



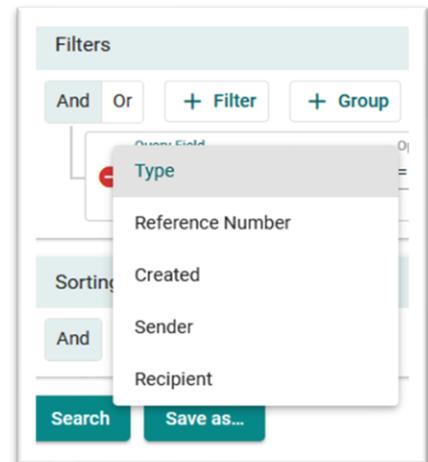
This button opens the “Save Criteria” dialog box (please see next section)



This button will “clear” any entered information in the search facility, essentially resetting the search facility to its initial state.

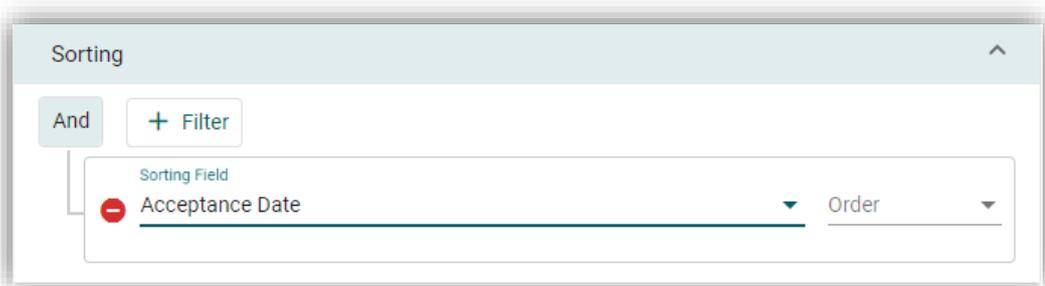
2.3.3.1 Adding a search criterion (Rule):

1. Click on the button.
2. Select the search field name from the drop-down list as shown on the right. (The drop-down list in the example is from the "Declarations" section).
3. Multiple filters can be selected in this manner.
4. Additionally, an 'AND' / 'OR' logic can be selected that will apply to all the configured rules.
5. Rules can be removed by clicking on the icon
6. A collection of rules created this way is a "Rule Set".
7. Multiple "Rule Sets" can be defined by clicking on the button.
8. Each "Rule Set" has its own logic component (AND/OR)



2.3.3.2 Configuring the search "Sort Order":

The sort component of the Search facility is shown in the following picture:



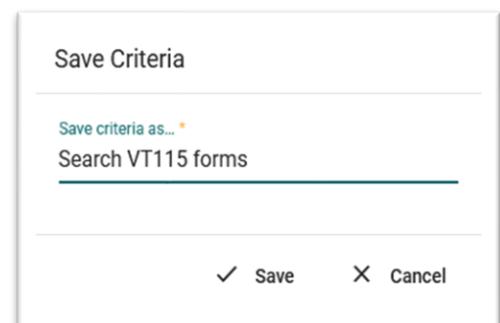
1. The same principles apply here as in the Search (filter) section.
2. Any number of consecutive sort criteria can be defined, always with an 'AND' logic.
3. Each sort criterion is accompanied by a 'Descending / Ascending' selector.

2.3.3.3 Saving configured search criteria

The configured search, complete with the sorting options selected, can be saved for future use requiring only a unique name. Searches can be saved by clicking on the button.

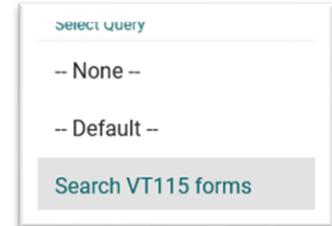
The "Save as" dialog box is shown on the right.

The saved search criteria name will be available from a drop-down list in the "Select Query" (as shown on the right).





The saved search can be deleted by clicking on the  button, which appears when selecting a saved search.



2.3.4 Form Tab

The component allows the user to add, remove and navigate tabs. Each tab represents a record that can be repeated in the enclosing section of a form.



Figure 6 Form tab

The component includes the following parts:

1. The Tab navigation control. The control includes the following parts:
 - a. The **|< : First Tab** button navigates to the first tab of the component
 - b. The **< : Previous Tab** button navigates to the previous tab of the component
 - c. The **> : Next Tab** button navigates to the next tab of the component
 - d. The **>| : Last Tab** button navigates to the last tab of the component
2. The **(# of #)** is the tab index of the component. The first number depicts the numbering of the current tab of the component. The second number depicts the total number of the tabs of the component.
3. Quick selection drop down box. It allows to navigate directly to the desired tab
4. The **+ : Add Tab** button add a new tab in the component
5. The **Remove** button removes the current tab from the component

2.3.5 Short Search lists

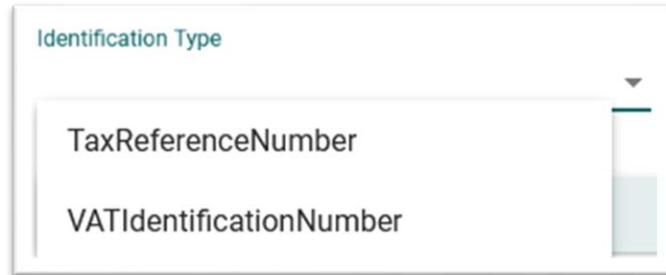


Figure 7 Short search list

Short search list data elements (fields) are populated with a limited number of values. They consist of the following parts:

- a. The data field where the actual value of the data element is displayed/entered
- b. The drop-down list where all available values for the specific element are displayed

Values from short search lists can be selected by:

- a. Scrolling the drop-down list and selecting the desired value with a mouse right click
- b. Entering the desired values in the data field. As the user types in the data field, the component searches and displays all the entries that match the entered value. The user can select any of the displayed values with a mouse right click. Alternatively, if only one value is displayed in the list it can be selected by hitting the “Enter”.

When a value is selected in the drop-down list, with any of the above methods, the selected value will automatically populate the data field.

2.3.6 Long Search lists

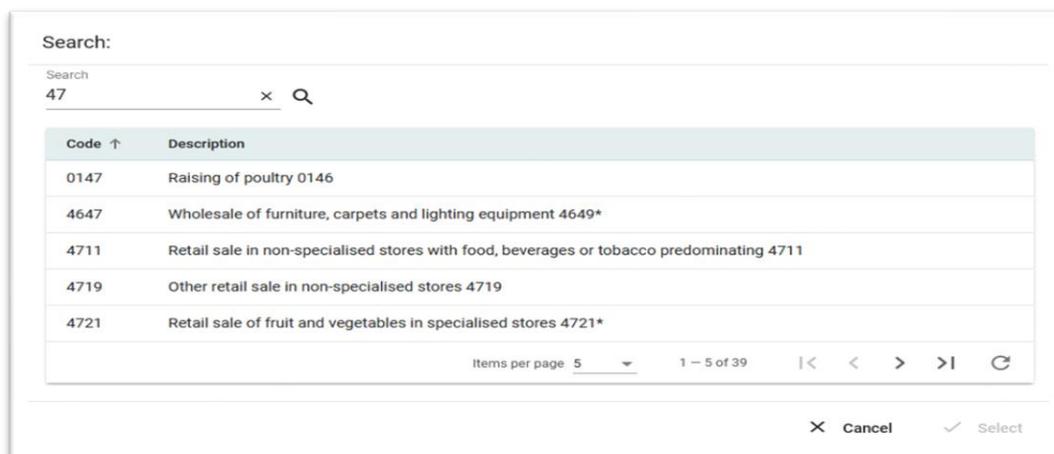


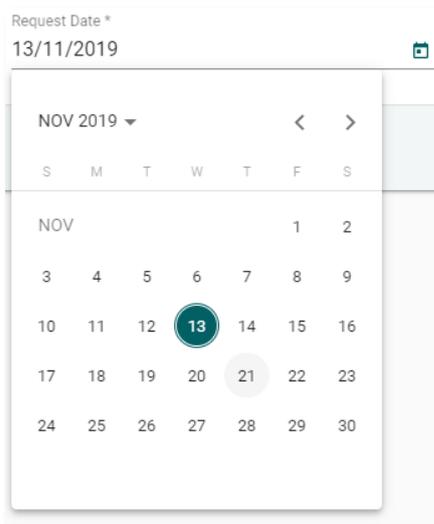
Figure 8 Long search list

Long Search list data elements (fields) are populated with a wide number of values. Those elements are implemented with a use of a popup window that displays the available values in pages.

Long search list popup windows consist of the following parts:

- The search field. The user can enter a value in the search field and then press the 'magnify lens' icon to filter the values that are displayed in the values grid.
- The values grid, where all available values for the specific element are displayed. To facilitate the navigation between the available pages, the grid includes the grid footer component.
- The 'Cancel' button. When the button is pressed, no value is selected, the popup window closes and the value of the element that is associated with the Long search list remains unchanged.
- The 'Select' button. The button is activated when the user selects a value from the values grid. When the button is pressed, the selected value from the value grid is transferred to the form element that is associated with the Long search list.

2.3.7 Date Selector



The date selector component facilitates the filling of data elements that require a date value. It consists of the following parts:

- Year selection short search list. The list allows the selection of a year and a month. Then the days of the week per month list is updated accordingly.
- Previous < and Next > month navigation controls
- The list of days of the week within the selected month and year

The date is selected by mouse right click on the desired date. Then the selected date value is transferred to the form element that is associated with the date selector component.

Figure 9 Date selector

2.3.8 Document attachments



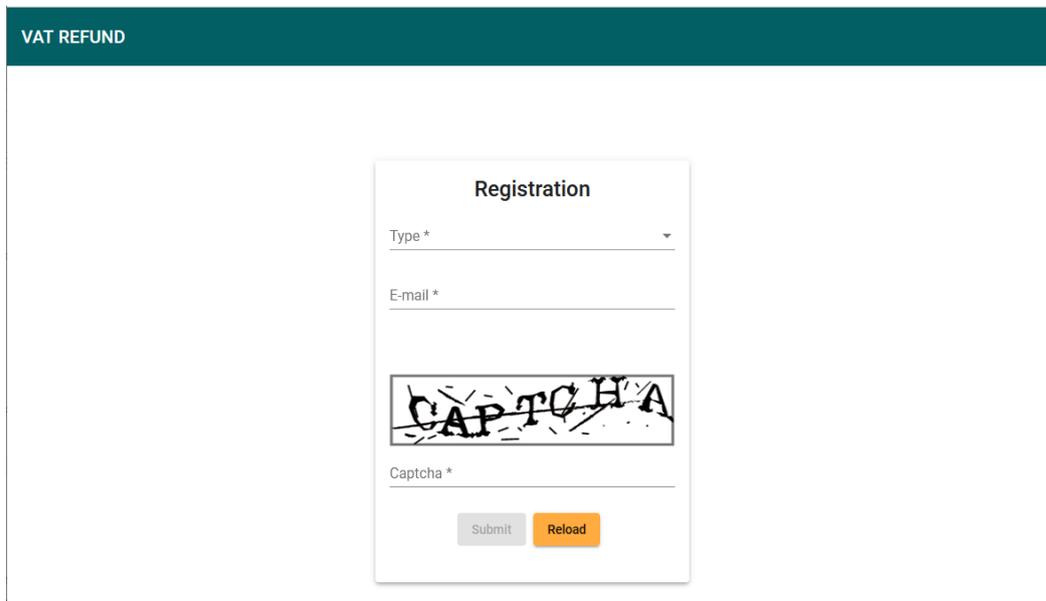
Figure 10 Document attachments

When the 'paperclip' icon is pressed, the operating system file selector window opens to facilitate the selection of a file from the file system of the user's workstation.

3. REGISTRATION PROCESS

3.1 Registration ticket

Registration page is used from user in order to begin registration process.



VAT REFUND

Registration

Type *

E-mail *

CAPTCHA

Captcha *

Submit Reload

Figure 11: Registration Ticket

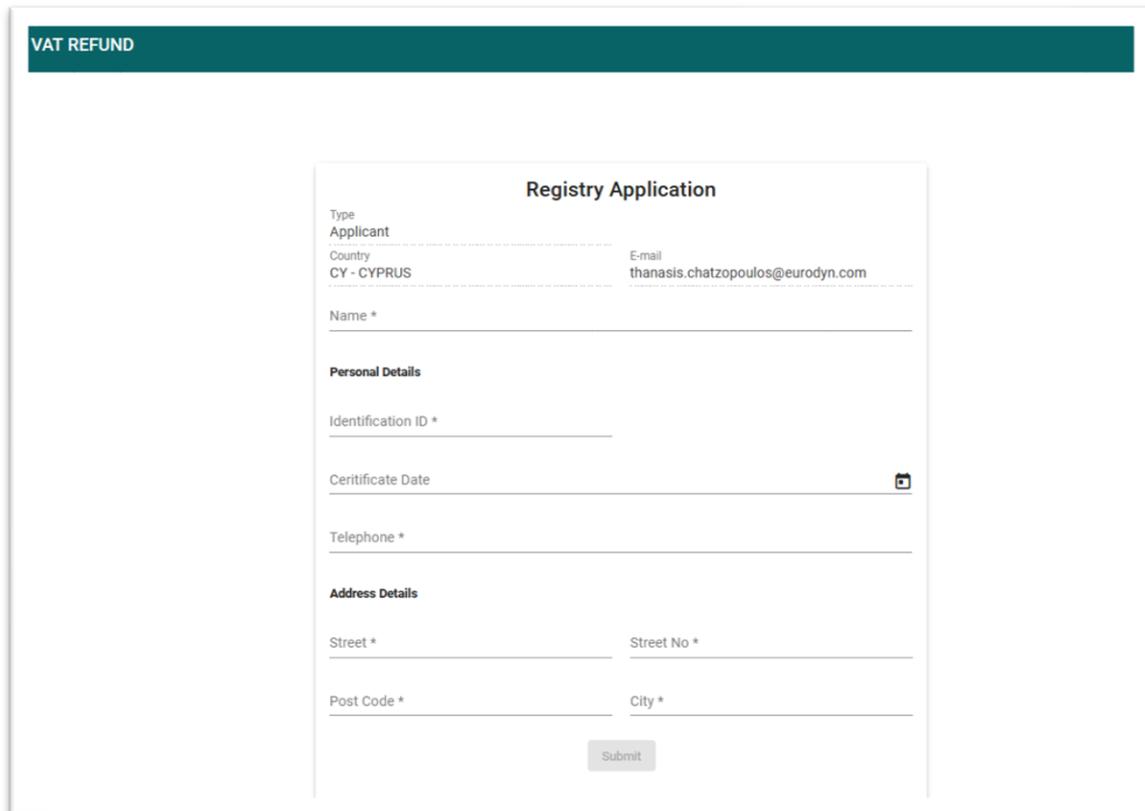
User fills “Type” field (Applicant or Representative) and “e-mail” field, for safety reasons completes CAPTCHA field and presses “Submit” button.

After a while an e-mail will be send to his/her account containing a ticket to continue with registration process (3.2 or 3.3).

Note: In case CAPTCHA image is misreadable, by pressing “Reload” button a new one is generated.

3.2 Applicant Registration

After getting ticket Applicant can continue registration process.



The screenshot shows a web interface for 'VAT REFUND' with a 'Registry Application' form. The form is pre-filled with the following information:

- Type: Applicant
- Country: CY - CYPRUS
- E-mail: thanasis.chatzopoulos@eurodyn.com
- Name: *
- Personal Details:
 - Identification ID *
 - Certificate Date (with a calendar icon)
 - Telephone *
- Address Details:
 - Street *
 - Street No *
 - Post Code *
 - City *

A 'Submit' button is located at the bottom of the form.

Figure 12: Applicant Registration

Applicant completes required fields:

- Name
- Identification ID
- Certificate Date
- Telephone
- Street
- Street No
- Post Code
- City

Finally, by pressing "**Submit**" button registration process completes.

3.3 Representative Registration

After getting ticket Representative can continue registration process.

VAT REFUND

Registry Application

Type
Representative

Country * E-mail
thanasis.chatzopoulos@eurodyn.com

Name *

Personal Details

Identification ID *

Representative Type * Other Qlf

Telephone *

Address Details

Street * Street No *

Post Code * City *

Figure 13: Representative Registration

Representative completes required fields:

- Country
- Name
- Identification ID
- Representative type
- Telephone
- Street
- Street No
- Post Code
- City

4. CONSOLE OF USER (NETP)

4.1 Pro-Rata Rate Adjustment

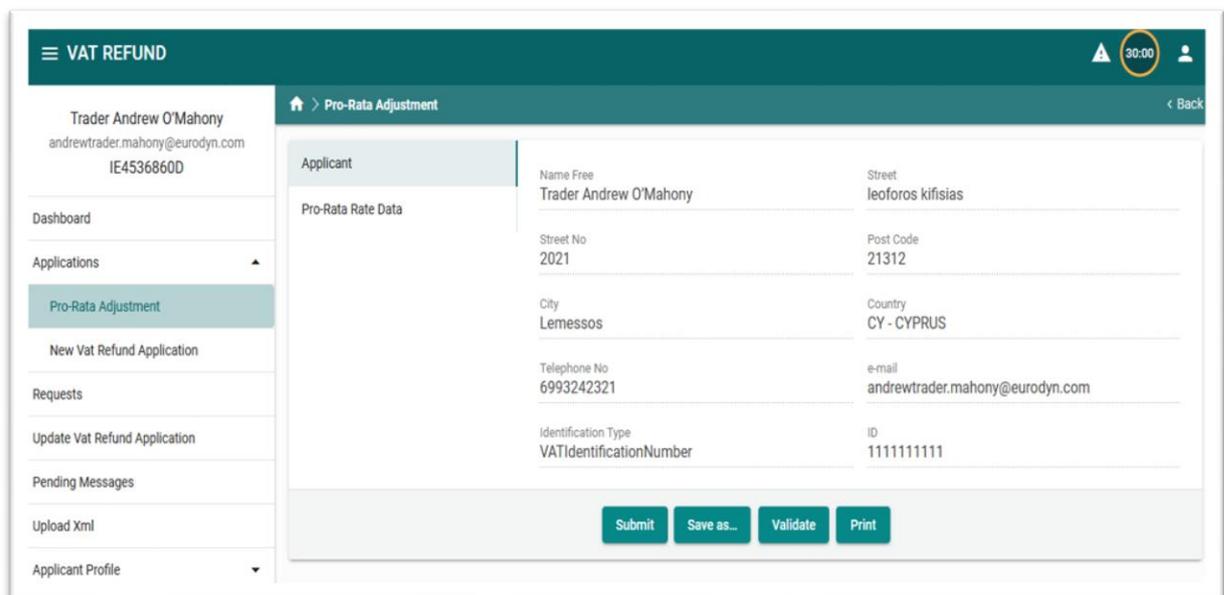
Through this form user is able to create and submit a Pro-Rata Rate Adjustment. Companies or institutions with 'mixed businesses' (that is, companies that carry out both operations that are subject to VAT and deductible, as well as operations that are tax exempted and/or not deductible) can only deduct VAT at a percentage corresponding to the volume of deductible operations. These companies therefore have to apply the pro-rata VAT method in order to determine tax deduction.

To *Create* and *Submit* a new Pro-Rata Rate Adjustment:

- Fill the fields (in the Pro-Rata Rate Data menu)
 - *Adjusted Value* (minimum 1%, maximum 100%, no decimals allowed)
 - *Start date* and *End date*, which is the period of the Pro-Rata Rate Adjustment Application
- Press the **Submit** Button.

It should be noted that *Applicant Data* are pre-completed from the login process.

After successful Submission, user gets a success confirmation message, otherwise gets a list of errors (ex. *Invalid Period*).

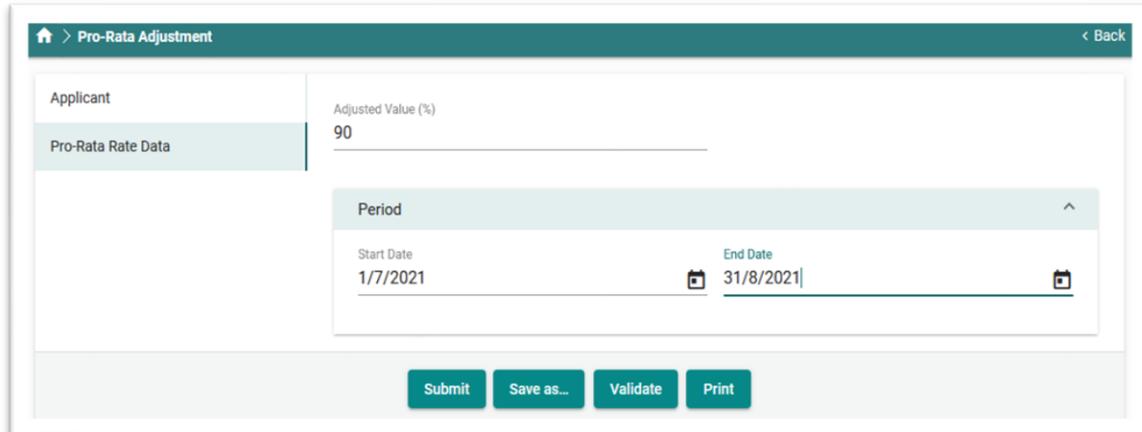


The screenshot shows a web interface for submitting a Pro-Rata Rate Adjustment. The top navigation bar is dark green with 'VAT REFUND' on the left and a user profile icon on the right. A sidebar on the left contains a menu with 'Pro-Rata Adjustment' selected. The main content area is titled 'Pro-Rata Adjustment' and contains a form with the following fields:

Applicant	Name Free Trader Andrew O'Mahony	Street leoforos kifisias
Pro-Rata Rate Data	Street No 2021	Post Code 21312
	City Lemessos	Country CY - CYPRUS
	Telephone No 6993242321	e-mail andrewtrader.mahony@eurodyn.com
	Identification Type VATIdentificationNumber	ID 1111111111

At the bottom of the form, there are four buttons: 'Submit', 'Save as...', 'Validate', and 'Print'.

Figure 14: Submission of Pro-Rata Rate Adjustment – Applicant Tab



The screenshot shows a web application interface for 'Pro-Rata Adjustment'. The breadcrumb trail is 'Pro-Rata Adjustment' with a 'Back' button. On the left, there is a sidebar with 'Applicant' and 'Pro-Rata Rate Data' tabs. The main area shows 'Adjusted Value (%)' set to '90'. Below this is a 'Period' section with 'Start Date' as '1/7/2021' and 'End Date' as '31/8/2021'. At the bottom, there are four buttons: 'Submit', 'Save as...', 'Validate', and 'Print'.

Figure 15: Submission of Pro-Rata Rate Adjustment – Pro-Rata Rate Date Tab

4.2 Vat Refund Application

Through this form Cyprus Enterprises which are liable to register under Cyprus VAT law can claim the VAT paid for business expenses made in other European Countries by submitting an electronic application. The application will be scrutinized by Cyprus VAT Authority and will be formed to the tax authority of the EU country that the business expenses have been made for further check prior to the refund. The tax authority of the EU country that the business expenses have been made is the responsible authority to refund the entrepreneur¹.

¹ <http://www.mof.gov.cy>

4.2.1 Basic Vat Refund Application Data

Figure 16: Vat Refund Application – Main Data

In the **Main Data** tab of Vat Refund Application fill:

- *Refunding Country*
- *Currency*
- *Start date*
- *End date*

Temporary Save: You can Temporary Save the Application by pressing the corresponding button in anytime. After success of Temporary Save, you can find the Application in *Pending* messages to continue filling it or delete it.

It should be noted that *Applicant Data* are pre-completed from the login process.

Representative data are pre-completed only if Representative is logged in the System. Representative Data are:

- *Company Name*
- *ID:* The Representative Identifier
- *Identification Type*
- *Other Qualification:* if applicable
- *Street*
- *Street Number*
- *Post Code*
- *City*
- *Country*

- e-mail

4.2.2 Bank Account

Through *Business Activities* tab of Vat Refund Application user defines the business activity codes or textual descriptions that are related to the activities for which the goods or services were acquired.

Figure 17: VAT Refund Application – Bank Account

In the **Bank Account** menu of VAT Refund Application fill:

- *Owner Name*
- *Owner Type*
 - *Applicant*: if the Applicant submits the Application
 - *Representative*: if the Representative submits the Application. It can be selected only if a Representative is logged in.
- *IBAN*: The IBAN Number of Bank Account.²
- *BIC*: The BIC Number of Bank Account.³
- *Currency*: The currency of the Bank Account

4.2.2.1 Select Bank Account from Profile

This option allows user to select an already saved Bank Account from Profile

To “*Select Bank Account Data*” from Profile, press the magnifying glass icon in the “Associated IBANs” field. Then, user gets a pop-up window (*Figure 18*) to select the desired Bank Account.

² The **International Bank Account Number (IBAN)** is an international standard for identifying bank accounts across national borders in a way that would minimize the risk of propagating transcription errors. It was originally adopted by the European Committee for Banking Standards, and was later adopted as an international standard under ISO 13616:1997 and now as ISO 13616-1:2007.

³ The **BIC** is a standard identifier for banks. It is issued by SWIFT and should be used on all international payments.

To select a Bank Account from Profile you can either select a row and press “Select” or double-click on a row.

Search:

Search

IBAN ↑	BIC	Currency	Owner Name
GB12CPBK08929965044991	RBOSGB2L	EUR	Harrow Hauliers no.1

Items per page 5 1 – 1 of 1 |< < > >| ↻

Figure 18: Select Bank Account from Profile

4.2.3 Business Activities

Through *Business Activities* tab of Vat Refund Application user defines the business activity codes or textual descriptions that are related to the activities for which the goods or services were acquired.

To Add a Business Activity code press the button.

Vat Refund Application National < Back

Main Data

Bank Account < < (1 of 1) > >

Select / Search Record Remove

Business Activities

Business Activity Associated Business Activities

Textual Description Language

Figure 19: VAT Refund Application - Business Activities

4.2.3.1 Business Activities Code

If the refunding country accepts business activity codes press magnifying glass icon in the Business Activity code field.

Search:

Search 

Code ↑	Description
0111	Growing of cereals (except rice), leguminous crops and oil seeds 0111
0112	Growing of rice 0112
0113	Growing of vegetables and melons, roots and tubers 0113
0114	Growing of sugar cane 0114
0115	Growing of tobacco 0115
0116	Growing of fibre crops 0116
0119	Growing of other non-perennial crops 0119
0121	Growing of grapes 0121
0122	Growing of tropical and subtropical fruits 0122
0123	Growing of citrus fruits 0123

Items per page 10 1 – 10 of 620 

Figure 20: Search business activity code

After pressing magnifying glass icon in the Business Activity code field, a pop-up window (*Figure 20*) is created allowing user to search for the desired business activity code.

Example 1: If you wish to search for a code starting with 94:

- Fills "94" in "Code:" field
- Presses "Search" button

And finally get a list of all accepted Business Activity codes starting with 94 (*Figure 20* *Figure 21*)

Alternatively, you can search a business activity code through its description.

Search:

Search
94 x Q

Code ↑	Description
9491	Activities of religious organisations 9491
9492	Activities of political organisations 9492
9499	Activities of other membership organisations n.e.c. 9499

Items per page 10 11 – 13 of 13 |< < > >| ↻

✕ Cancel ✓ Select

Figure 21: Search for specific code

4.2.3.2 Business Activities Textual Description

If the refunding country accepts textual description of business activities:

- Complete “Textual Description”
- Select “Language” of “Textual Description”

4.2.3.3 Select Business Activity from Profile

This option allows user to select an already saved Business Activity Code or Textual Description from his Profile.

To “Select Business Activity” from Profile, press the magnifying glass icon in the “Associated Business Activities” field.

Then, user gets a pop-up window (Figure 22) to select the desired Bank Account.

To select a Business Activity Code or Textual Description from Profile you can either select a row and press “Select” or double-click on a row.

The business activity has been added to VAT Refund Application.

Search:

Search 

Business Activity Code ↑	Textual Description	Language
7320		
7410		

Items per page 1 – 2 of 2 |< < > >| 

Figure 22: Select Business Activity from Profile

After adding the desired Business Activity Code or Textual Description press “OK” button. The business activity has been added to VAT Refund Application.

4.2.4 Invoices

In the **Invoices** tab complete the Purchases of the Vat Refund Application.

Trader Pending Messages > Vat Refund Application National

Draft Name: ss

Main Data
Bank Account
Business Activities
Invoices
Imports
Documents Copy

Select / Search Record
Invoices

Supplier

Country *  Associated Suppliers 

Identification Type

Personal Data

First Name Last Name

Name Free Telephone No

Address

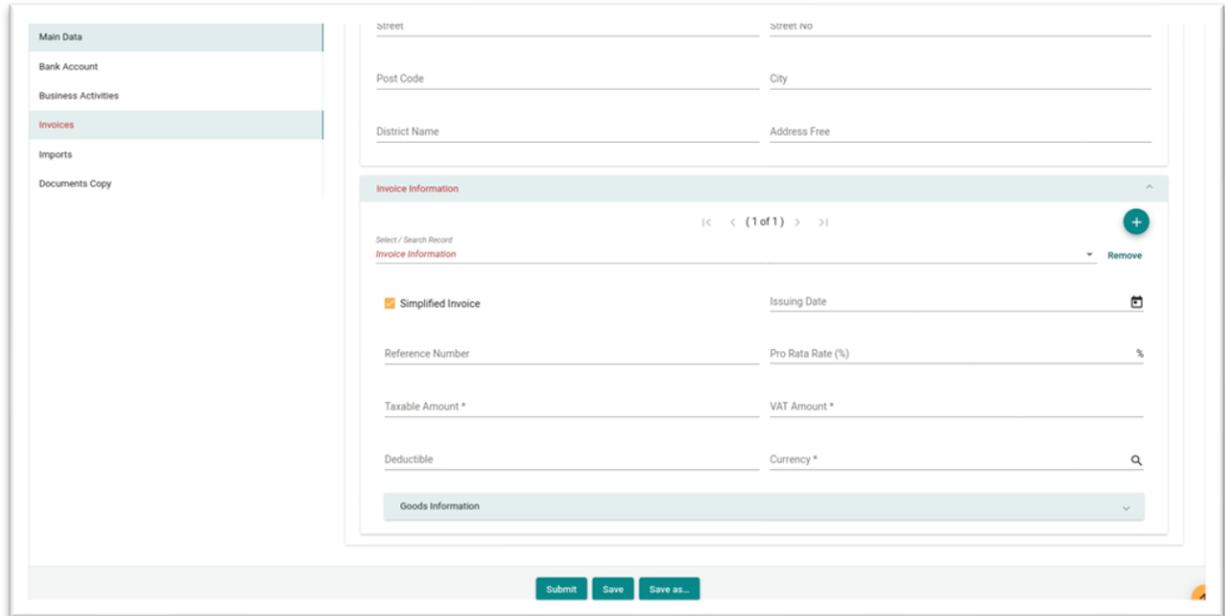


Figure 23: VAT Refund Application - Invoices

4.2.4.1 Add Invoice Supplier

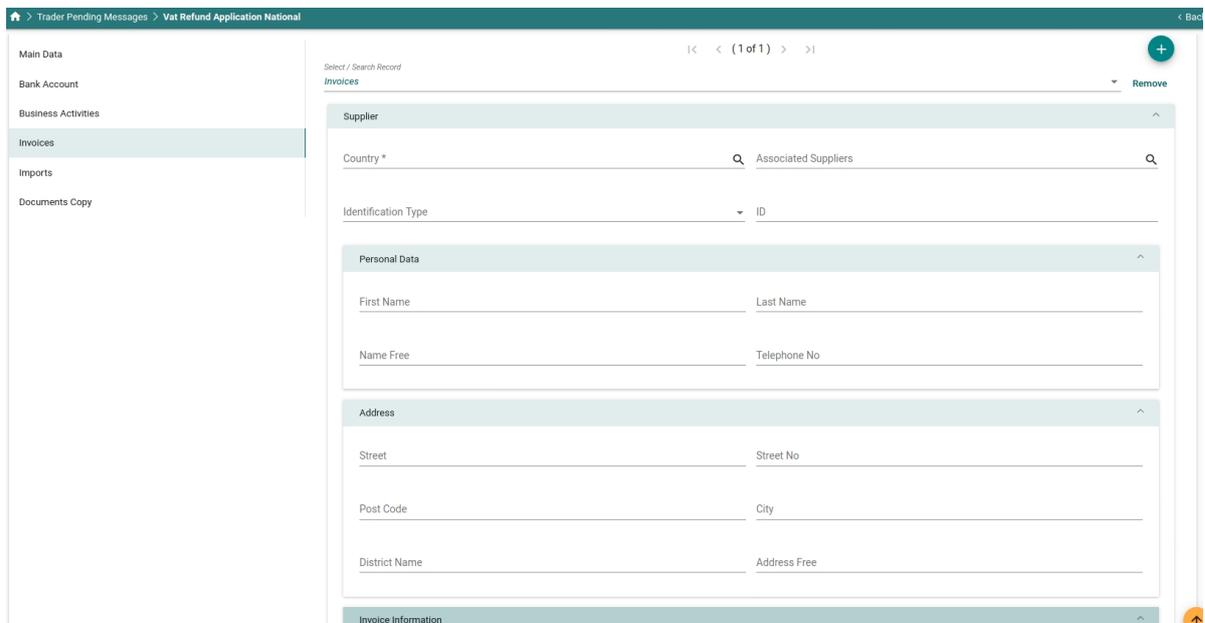


Figure 24: Add Invoice Supplier

“Country” of Supplier has to be the same as the Refunding Country.

- In Personal Data Area:
 - Complete “First Name” and “Last Name” or “Name Free”
 - Complete “Street”, “Post Code” and “City” or “Address Free”
- Optionally complete:
 - “Telephone No”
 - “Street No”
 - “District Name”
 - “VAT Number” or “Tax Number”

Note 1: “VAT Number” or “Tax Number” has to be completed if you wish to add later a non-Simplified Invoice. If no “VAT Number” or “Tax Number” is provided you would only add Simplified Invoices.

Note 2:

- If you complete “First Name” and “Last Name”, “Name Free” field will be disabled.
- If you complete “Name Free” field, “First Name” and “Last Name” fields will be disabled.
- If you complete “First Name” and “Last Name” and later wish to complete “Name Free”, values in “First Name” and “Last Name” have to be deleted in order to enable the “Name Free” field.
- If you complete “Address” all other address fields will be disabled.
- If you complete s “Street”, “Post Code” and “City”, then you do not need to fill “Address Free” field.

4.2.4.2 Select Associated Suppliers from Profile

This option allows user to select an already saved Associated Supplier from Profile

To “Associated Suppliers” from Profile, press the magnifying glass icon in the “Associated Suppliers” field.

Then, user gets a pop-up window (Figure 18) to select the desired Associated Supplier.

To select an Associated Supplier from Profile you can either select a row and press “Select” or double-click on a row.

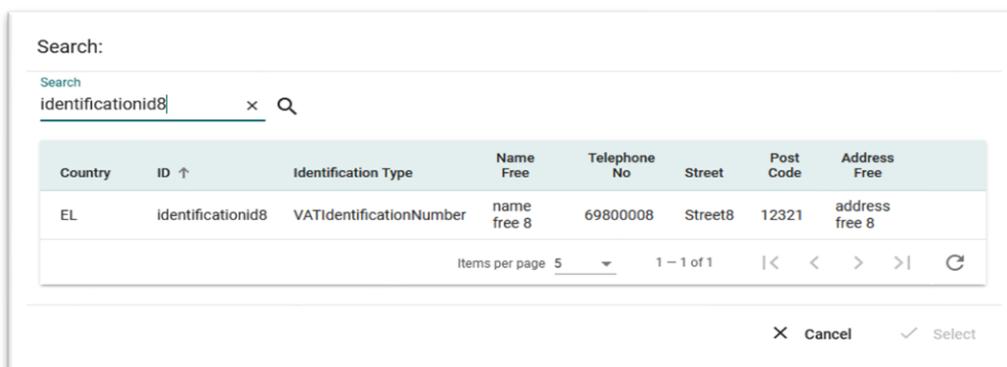


Figure 25: Select Associated Supplier from Profile

4.2.4.3 Add Invoice Information

Figure 26: Invoice Information Form

To Add a Goods Information press button, then fill:

- Select “Type” of Purchase:
 - *Simplified*
 - *Non-Simplified* (can be selected only if VAT ID or TAX No is provided for the corresponding Supplier).
- Complete “Issuing Date”. If “Issuing Date” of Purchase is not in Refunding Period of Application, you will get a *Warning Message*.
- Complete “Reference Number” of Purchase
- Complete “Amounts”:
 - “Taxable”
 - “VAT”
 - “Deductible”
- Add at least one Good

Optionally:

- Complete “Pro-Rata Rate (%)”. If “Pro-Rata Rate (%)” is completed, the “Deductible” Amount is automatically calculated⁴.
- If “Pro-Rata Rate (%)” is not completed VAT Amount equals Deductible Amount.

4.2.4.4 Add Goods Information

To Add a Goods Information press button, then:

- Select “Code”

⁴ [Deductible Amount] = [VAT Amount] x [Pro-Rata Rate]

After pressing magnifying glass icon in the Code field, a pop-up window is displayed allowing user to search for the desired goods information code

Optionally you can select “Sub Code”. If selected Code is “10: Other”, you can complete “Goods Description” and “Language” fields.

Figure 27: Goods Information Form

4.2.5 Imports

In the **Imports** tab complete the Imports of the Vat Refund Application. The user has to add the corresponding Imports.

Figure 28: VAT Refund Application – Imports

- At least one Document (Invoice or Import) is completed (of course at least one Supplier)
- Every Supplier that is completed must have at least one Document (Import or Purchase)

4.2.5.1 Add Import Supplier

Figure 29: Add non-European Supplier

- Select “Country” of Supplier for the list of non-European Countries.
- Complete Supplier Personal Data

“Country” of Supplier has to be the same as the Refunding Country.

- In Personal Data Area:
 - Complete “First Name” and “Last Name” or “Name Free”
 - Complete “Street”, “Post Code”, “District Name” and “City” or “Address free”
- Optionally complete:
 - “Telephone No”
 - “Street No”
 - “District Name”
 - “VAT Number” or “Tax Number”

Note 1: “VAT Number” or “Tax Number” has to be completed if you wish to add later a non-Simplified Invoice. If no “VAT Number” or “Tax Number” is provided you would only add Simplified Invoices.

Note 2:

- If you complete “First Name” and “Last Name”, “Name Free” field will be disabled.
- If you complete “Name Free” field, “First Name” and “Last Name” fields will be disabled.

- If you complete “First Name” and “Last Name” and later wish to complete “Name Free”, values in “First Name” and “Last Name” have to be deleted in order to enable the “Name Free” field.
- If you complete “Address” all other address fields will be disabled.
- If you complete s “Street”, “Post Code” and “City”, then you do not need to fill “Address Free” field.

4.2.5.2 Add Import Information

Figure 30: Import Information Form

- Complete “Issuing Date” of Import. If “Issuing Date” of Import is not in Refunding Period of Application, you will get a *Warning Message*.
- Complete “Reference Number” or “Reference Information” of Import.
- Complete “Amounts”:
 - “Taxable”
 - “VAT”
 - “Deductible”
- Add at least one Good

Optionally:

- Complete “Pro-Rata Rate (%)”. If “Pro-Rata Rate (%)” is completed, the “Deductible” Amount is automatically calculated⁵.
- If “Pro-Rata Rate (%)” is not completed VAT Amount equals Deductible Amount.

4.2.5.3 Add Goods Information

To Add a Goods Information press button, then:

- Select “Code”

After pressing magnifying glass icon in the Code field, a pop-up window is displayed allowing user to search for the desired goods information code

⁵ [Deductible Amount] = [VAT Amount] x [Pro-Rata Rate]

Optionally you can select “Sub Code”. If selected Code is “10: Other”, you can complete “Goods Description” and “Language” fields.



Figure 31: Goods Information Form

4.2.6 Documents Copy

In the Documents Copy tab of VAT Refund Application, optionally add one or more document copies of the previously added documents.

To Add a Documents Copy press  button.

The “File Attachment” has to be in any of the following encoding formats: “PDF”, “JPEG” or “TIFF”.

Furthermore, the “ZIP” format is also allowed. Nevertheless, all the files contained in a zip file will have to comply with the list of encoding formats allowed for a file.

Furthermore, the total size of attached files must not exceed 5 MB.

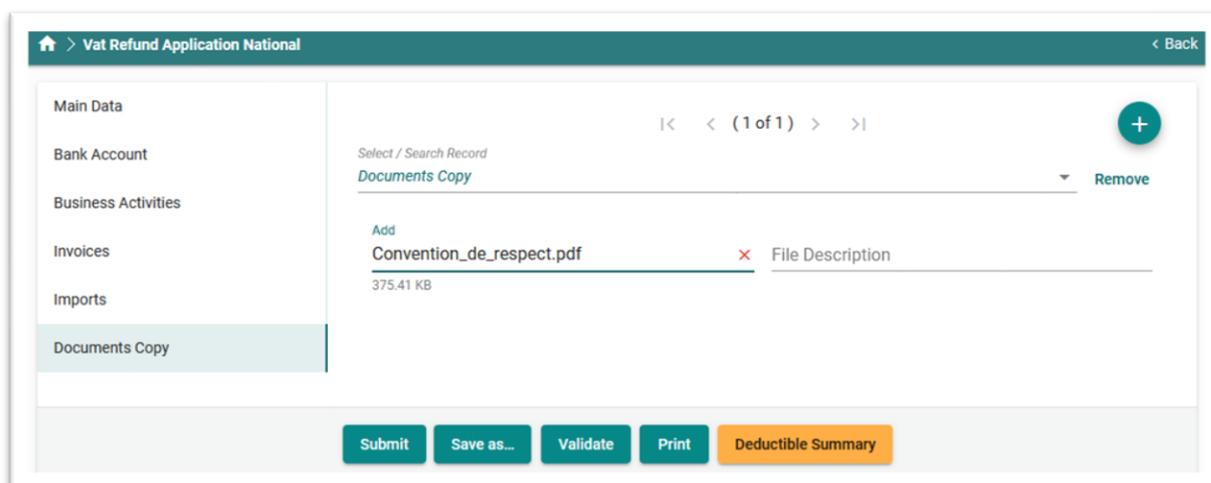


Figure 32: VAT Refund Application – Documents Copy

If you wish to add an attachment:

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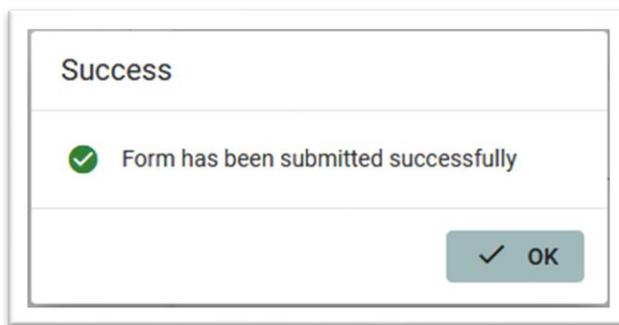
- Press the (Attach File) Button
 - Select the File from the local disk
- Optionally you can add a description for the uploaded file.

The upload process automatically starts.

4.2.7 Submission of VAT Refund Application

To Submit the VAT Refund Application:

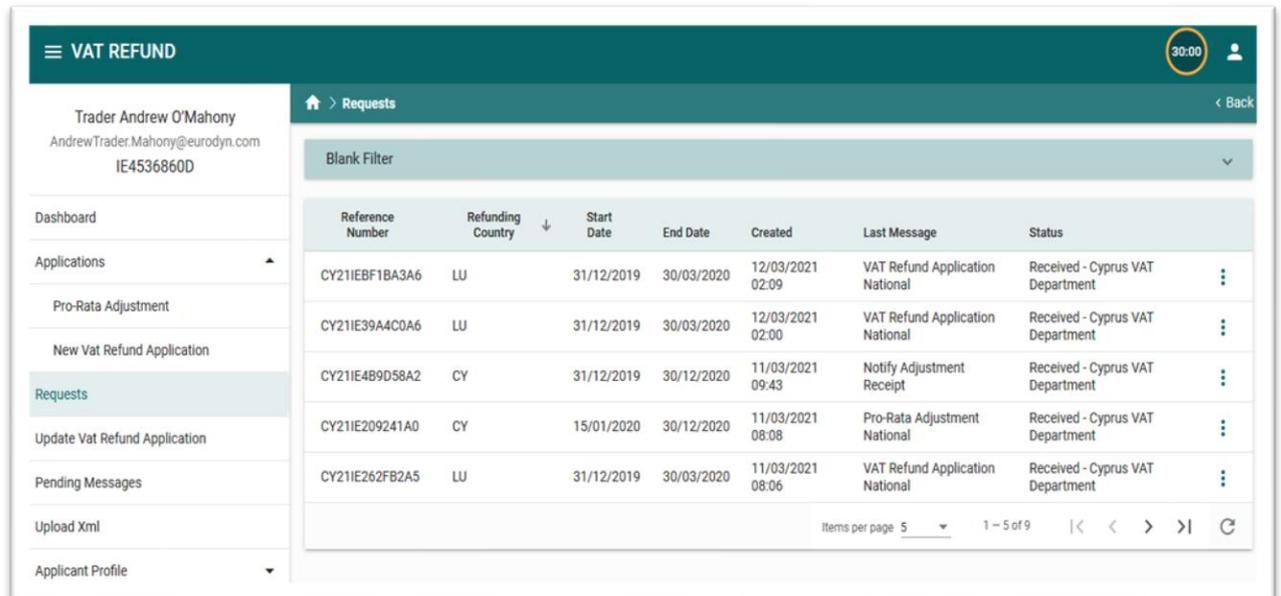
- Press “**Submit**” Button



After successful submission of VAT Refund Application from user, the application is forwarded to the local authority which is responsible to check it and to send it to the Member State of Refund.

4.3 Requests

- In “Requests” screen all requests send by user appear.
- In the list the following data of each request appear:
 - Refunding Country
 - Period
 - Created
 - Last Message
 - Date of Last Message
 - Status



Reference Number	Refunding Country	Start Date	End Date	Created	Last Message	Status
CY21IEBF1BA3A6	LU	31/12/2019	30/03/2020	12/03/2021 02:09	VAT Refund Application National	Received - Cyprus VAT Department
CY21IE39A4C0A6	LU	31/12/2019	30/03/2020	12/03/2021 02:00	VAT Refund Application National	Received - Cyprus VAT Department
CY21IE4B9D58A2	CY	31/12/2019	30/12/2020	11/03/2021 09:43	Notify Adjustment Receipt	Received - Cyprus VAT Department
CY21IE209241A0	CY	15/01/2020	30/12/2020	11/03/2021 08:08	Pro-Rata Adjustment National	Received - Cyprus VAT Department
CY21IE262FB2A5	LU	31/12/2019	30/03/2020	11/03/2021 08:06	VAT Refund Application National	Received - Cyprus VAT Department

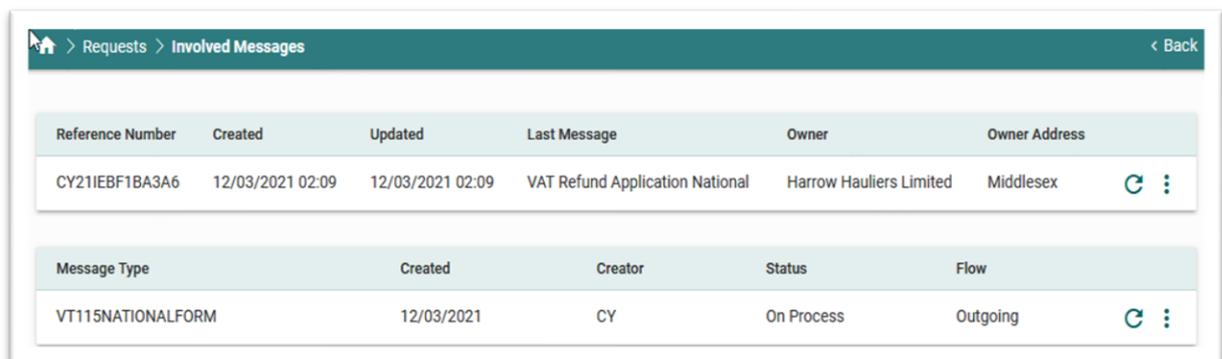
Figure 33: Requests Screen

User is able to search the requests by the following criteria:

- Refunding Country
- Period
 - From
 - To

User is also able to see details of each request:

- Select request
 - Select "Request Details" from Actions.
- or simply by "double-click" in a request.



Reference Number	Created	Updated	Last Message	Owner	Owner Address
CY21IEBF1BA3A6	12/03/2021 02:09	12/03/2021 02:09	VAT Refund Application National	Harrow Hauliers Limited	Middlesex

Message Type	Created	Creator	Status	Flow
VT115NATIONALFORM	12/03/2021	CY	On Process	Outgoing

Figure 34: Request Details

In "Request Details" screen all the involved messages of the corresponding request appear. User can view each one by selecting it and pressing "View" button.

4.4 Update VAT Refund Application

In screen “VAT Refund Application” appear all submitted VAT Refund Applications that user can update by sending a new Version. It shall be mentioned that when user Updates an already sent VAT Refund Application, can only perform the following actions:

- Edit a Document (Purchase / Import)
- Delete a Document (Purchase / Import)
- Modify Attached Documents

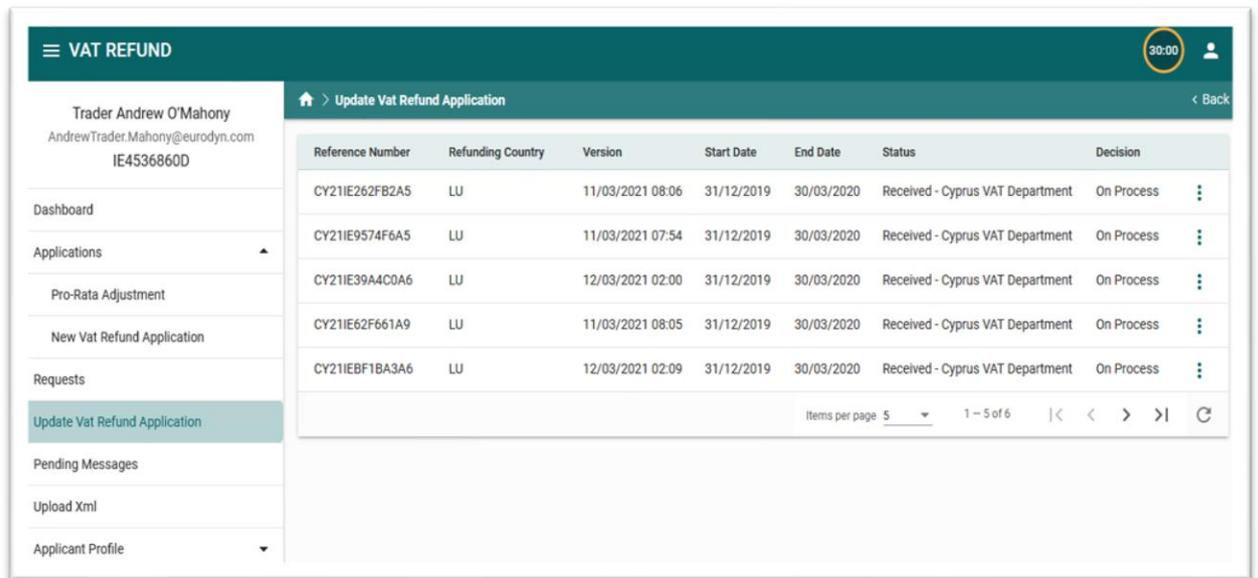


Figure 35: Update VAT Refund Application

To update a VAT Refund Application:

- Select an Application from the list
- Select “Update” from Actions

The screenshot shows a web application interface for updating a VAT refund application. The breadcrumb trail is: Home > Update Vat Refund Application > Vat Refund Application National. A 'Back' button is in the top right. On the left is a sidebar menu with options: Main Data (selected), Bank Account, Business Activities, Invoices, Imports, and Documents Copy. The main content area displays the following data:

Reference Number	CY21IE262FB2A5	Country *	LU
			LUXEMBOURG
Start Date	31/12/2019	End Date	30/03/2020

Below this is an 'Applicant' section with expandable details:

Country	GB	e-mail	service@hh.eu
	UNITED KINGDOM		
Identification Type	VATIdentificationNumber -	ID	756808

At the bottom of the main data area is an 'Update' button.

Figure 36: Update VAT Refund Application – Main Data

In the **Main Data** menu of Update of a VAT Refund Application appear the basic VAT Refund Application Data:

- Reference Number
- Country (Refunding)
- Applicant Name
- Reference Number of Applicant and Details
- Representative Name
- Reference Number of Representative and Details
- Start Date of Application
- End Date of Application
- Bank Account Data of Application
 - IBAN
 - BIC
 - Owner Name
 - Owner Type
 - Applicant
 - Representative
 - Currency

Full Data of Applicant and Representative are also available by pressing the corresponding “Details” button.

Personal Details	
Name Free	
Harrow Hauliers Limited	First Name
Last Name	Telephone No
Address Details	
Street	Street No
Lowlands Road	59-65
Post Code	City
HA1 3AW	Harrow-on-the-Hill
Address Free	
Middlesex	

Figure 37: Detailed Applicant Data

The detailed Applicant Data include:

- Country
- E-mail
- Name
- Vat Number and Issuing Authority
- Telephone Number
- Street
- Street Number
- Post Code
- City

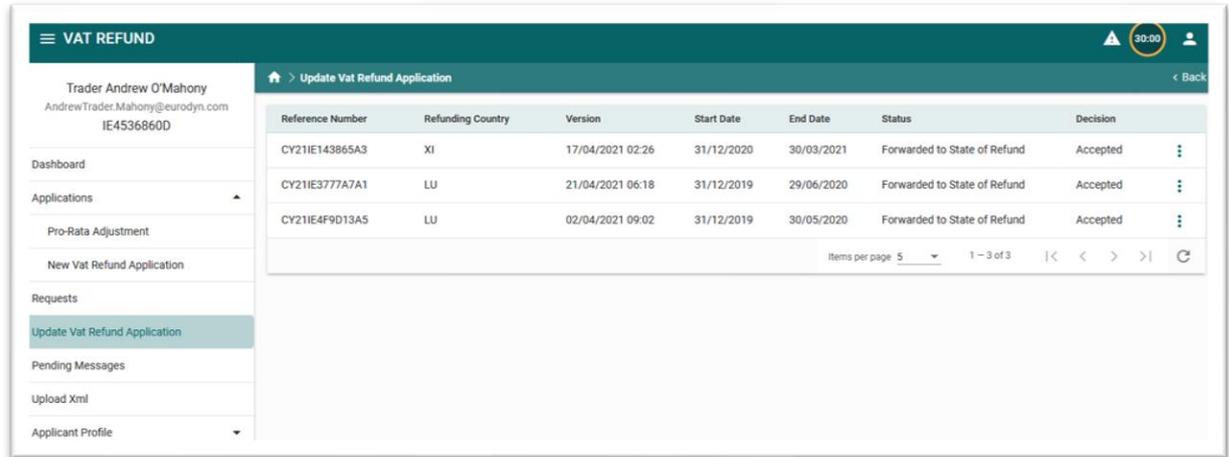


Figure 38: Update VAT Refund Application

In “Step 2” of Update VAT Refund Application appear all the Documents that user can Update (Edit)

4.4.1 Update a Document

To Update a document:

- Select the desired document from Update Vat Refund Application
- Press Update Button

After pressing Edit Button the following screen will appear:

The screenshot shows a web application interface for updating a VAT refund application. The breadcrumb trail is 'Update Vat Refund Application > Vat Refund Application National'. On the left is a sidebar menu with options: Main Data, Bank Account, Business Activities, Invoices, Imports, and Documents Copy. The main content area displays the following data:

Reference Number	CY211E4F9D13A5	Country *	LU
			LUXEMBOURG
Start Date	31/12/2019	End Date	30/05/2020

Below this is an 'Applicant' section with expandable details:

Country	GB - UNITED KINGDOM	e-mail	service@hh.eu
Identification Type	VATIdentificationNumber	ID	756808

There are three expandable sections: 'Personal Details', 'Address Details', and 'Representative'. An 'Update' button is located at the bottom center of the form.

Figure 39: Update VAT Refund Application - Edit Document - Main Data

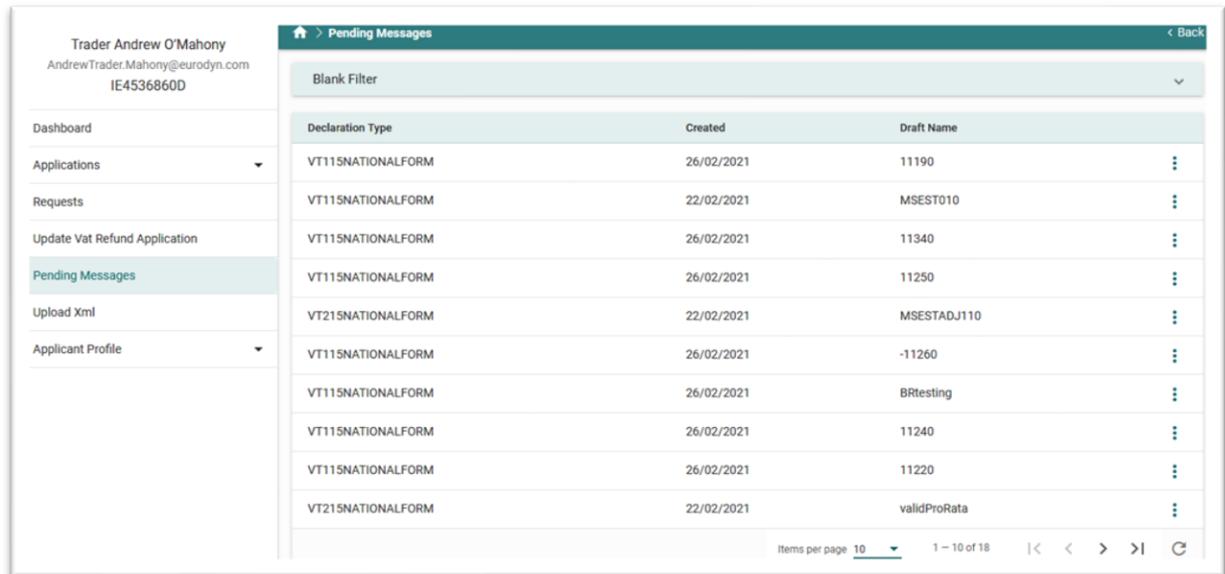
In Figure 39 the user can choose to update the following:

- The "Main Data"
- The "Bank account"
- The "Business Activities"
- The "Invoices"
- The "Imports"
- The "Document Copy"

After Updating all desired data press "**Update**" Button.

4.5 Pending Messages

- In "Pending Messages" screen all Temporary Saved messages of user appear.
- In the list the following data of each request appear:
 - Declaration Type
 - Created
 - Draft name



Declaration Type	Created	Draft Name
VT11SNATIONALFORM	26/02/2021	11190
VT11SNATIONALFORM	22/02/2021	MSEST010
VT11SNATIONALFORM	26/02/2021	11340
VT11SNATIONALFORM	26/02/2021	11250
VT21SNATIONALFORM	22/02/2021	MSESTADJ110
VT11SNATIONALFORM	26/02/2021	-11260
VT11SNATIONALFORM	26/02/2021	BRtesting
VT11SNATIONALFORM	26/02/2021	11240
VT11SNATIONALFORM	26/02/2021	11220
VT21SNATIONALFORM	22/02/2021	validProRata

Figure 40: Pending Messages Screen

User is able to search the Pending Messages by the following criteria:

- Declaration Type
- Created
- Draft name

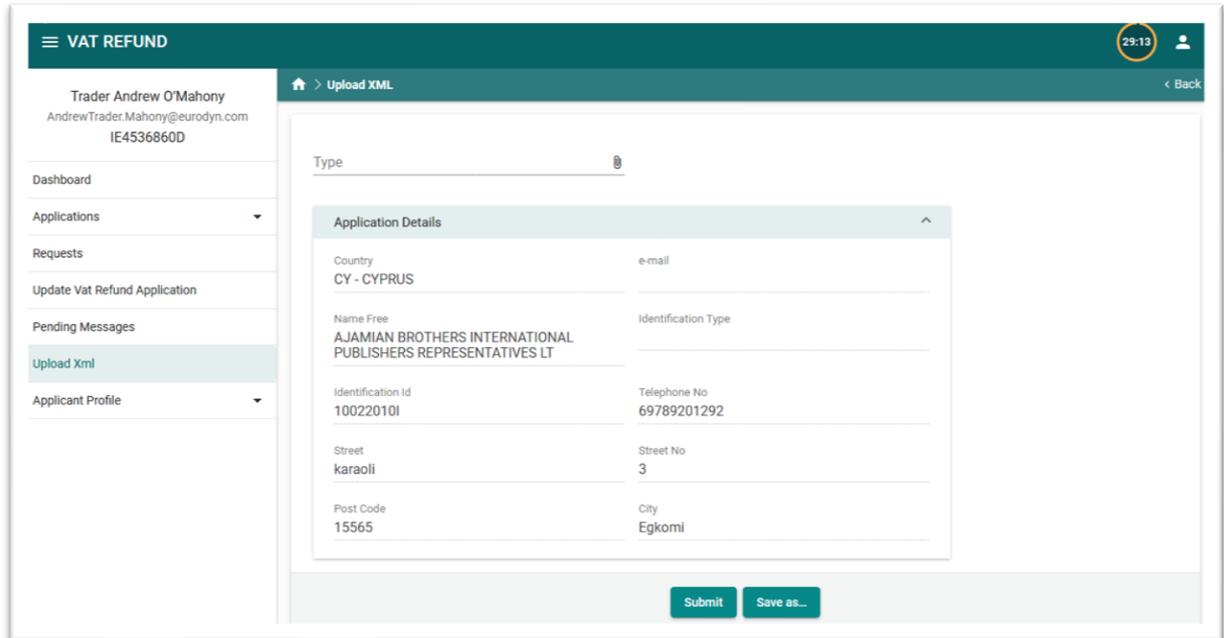
The following Actions are available after selection of a pending message:

- **Edit**
 - User views the selected message and can continue editing it by the corresponding screen. For example if pending message is "VAT Refund Application" user will be redirected to Figure 16.
- **Delete**
 - User Deleted the Selected Pending Message

4.6 Upload XML

The application allows the uploading of messages in XML file format. The messages must be of a type (VAT Refund Application National, Pro-Rata Rate Adjustment National). The files must be valid in all its forms (syntactic, semantic, etc.).

- Click Upload XML from Console
- Click Message Type for Upload
- Click Upload XML
- Click Add and click file to Upload
- Click Upload



VAT REFUND

29:13

Trader Andrew O'Mahony
AndrewTrader.Mahony@eurodyn.com
IE4536860D

Dashboard

Applications

Requests

Update Vat Refund Application

Pending Messages

Upload Xml

Applicant Profile

Upload XML

Type

Application Details

Country	CY - CYPRUS	e-mail	
Name Free	AJAMIAN BROTHERS INTERNATIONAL PUBLISHERS REPRESENTATIVES LT	Identification Type	
Identification Id	10022010I	Telephone No	69789201292
Street	karaoli	Street No	3
Post Code	15565	City	Egkomi

Submit Save as...

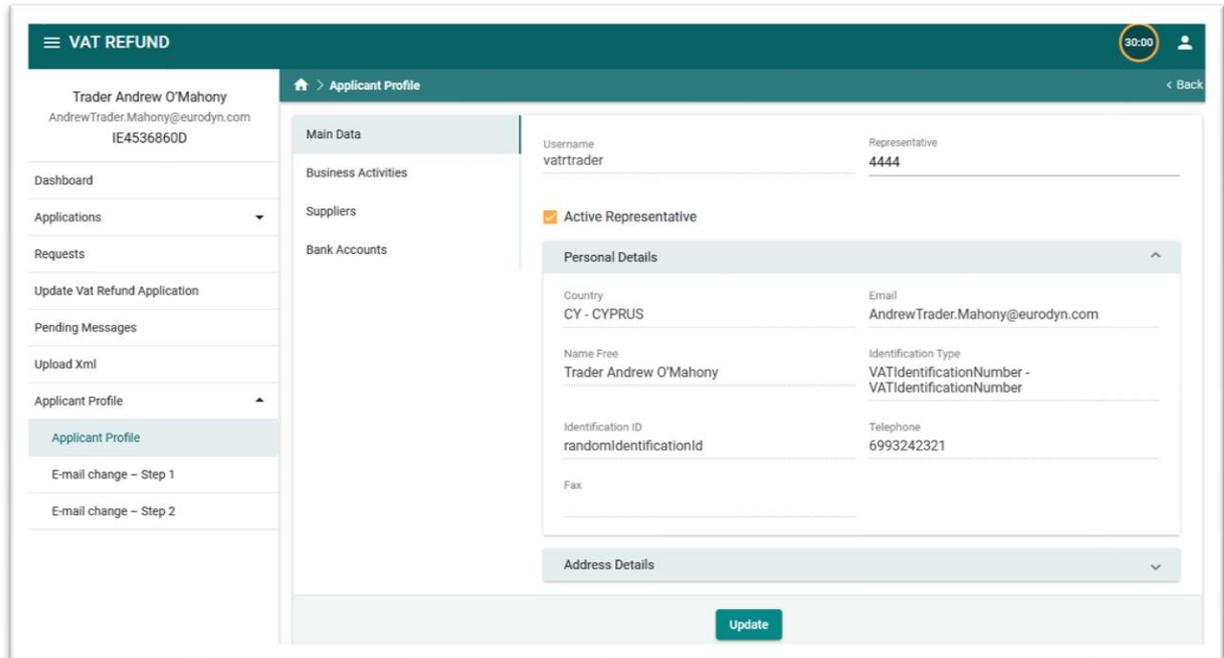
Figure 41: Upload XML

The Applicant Personal Details if are filled at the uploaded XML file ignored and the application create this group at the beginning based on login data.

If the uploading of messages is VAT Refund Application National the application allows to upload and the attachment files. The application when the user presses "Submit" button adds attachment file name and file type into the uploaded XML file.

4.7 Applicant Profile

Through this option user is able to manage User Profile.



The screenshot displays the 'Applicant Profile' page. On the left is a navigation menu with options like Dashboard, Applications, Requests, and Applicant Profile. The main content area shows the user's profile for 'Trader Andrew O'Mahony'. It includes sections for Main Data, Business Activities, Suppliers, and Bank Accounts. A 'Personal Details' section is expanded, showing fields for Country (CY - CYPRUS), Email (AndrewTrader.Mahony@eurodyn.com), Name Free (Trader Andrew O'Mahony), Identification Type (VATIdentificationNumber - VATIdentificationNumber), Identification ID (randomidentificationid), and Telephone (6993242321). There is also an 'Active Representative' checkbox and an 'Update' button at the bottom.

Figure 42: Applicant Profile

In Figure 42 are displaying full data of User.

User is able to:

- Change Password
- Set Representative
- Manage Business Activities
- Manage Suppliers
- Manage Bank Accounts

4.7.1 Change Password

User presses "Change Password" button and Figure 43 appears.

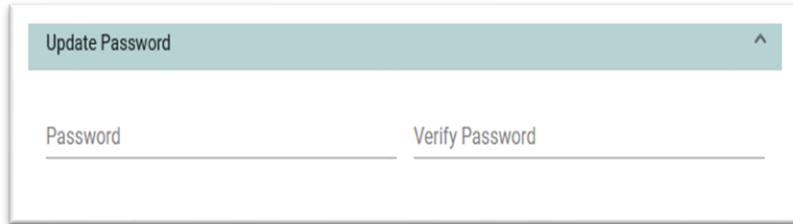


Figure 43: Change Password Window

Password has to be not less than 6 characters and not more than 10. At least 2 of them have to be letters and at least 2 digits.

4.7.2 Set Representative

User presses magnifying glass icon in the Representative field and Figure 44 appears.



Figure 44: Set Representative

- Complete “*Unique Identification*” of Representative
- Press “OK” button

4.7.3 Manage Business Activities

This option allows user to manage Business Activities in order to use them in future Applications. To add a Business Activity:

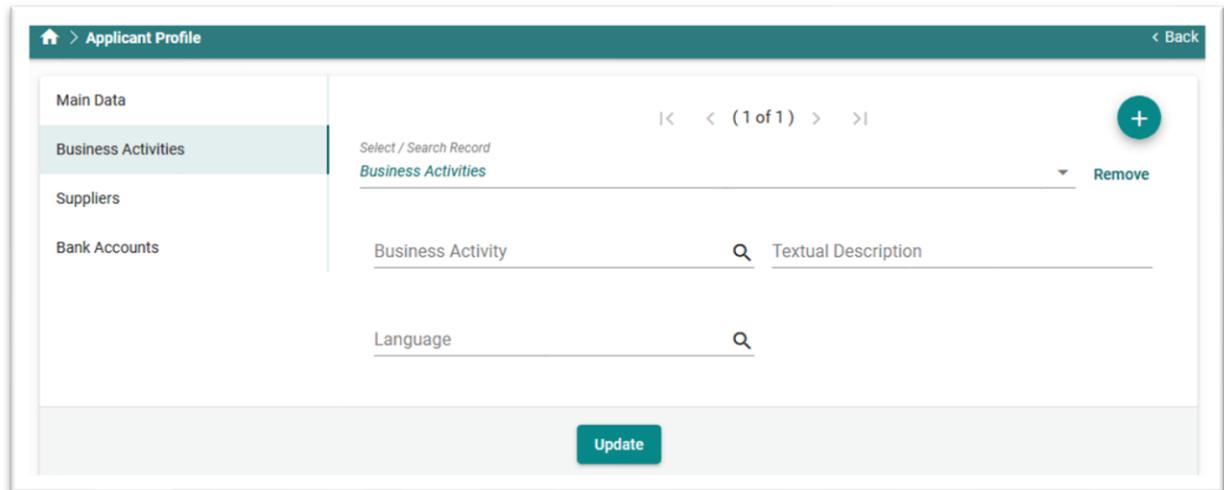


Figure 45: Manage Business Activities

- If you wish to add a business activity code press magnifying glass icon in Business Activity Code field (see also 4.2.3).
- If you wish to add Textual Description of Business Activity, “Textual Description” and “Language” have to be completed.

When user finishes the changes can press the “**Update**” button (located in the bottom of Profile Screen) to Save them.

4.7.4 Manage Suppliers

This option allows user to manage Suppliers in order to use them in future Applications. To add a Supplier:

Figure 46: Manage Suppliers

- Select Country
- Complete “*First Name*”, “*Last Name*” or alternatively “*Name Free*”
- Complete optionally “*Telephone Number*”
- If the selected country is European “*Tax Number*” or “*VAT Number*” can be provided
- Complete “*Address*” or
 - “*Street*”
 - “*Street No*”
 - “*Post Code*”
 - “*City*”
 - “*District*”

When user finishes the changes can press the “**Update**” button (located in the bottom of Profile Screen) to Save them.

4.7.5 Manage Bank Accounts

This option allows user to manage Bank Accounts in order to use them in future Applications. To add a Bank Account:

Figure 47: Manage Bank Account

- Select *“Currency”*
- Complete *“IBAN”*
- Complete *“BIC”*
- Complete *“Bank Account Owner”*

When user finishes the changes can press the ***“Update”*** button (located in the bottom of Profile Screen) to Save them.

5. CONSOLE OF USER (REPRESENTATIVE)

5.1 Pro-Rata Rate Adjustment

See § 4.1

5.2 New VAT Refund Application

See § 4.2

5.3 Requests

See § 4.3

5.4 Update VAT Refund Application

See § 4.4

5.5 Pending Messages

See § 4.4

5.6 Upload XML

See § 4.4

5.7 Representative Profile

5.7.1 Manage Business Activities of Applicant

See also § 4.7.3

5.7.2 Manage Suppliers of Applicant

See also § 4.7.4

5.7.3 Manage Bank Accounts of Applicant

See also § 4.7.5



END OF DOCUMENT