

Customer App & Registration

### Why register? Advantages:



- 1) Higher refund
- 2) Form fully completed, saves time
- 3) Ready for (digital) customs
- 4) Direct access to customer support

#### Please note:

The following registration process requires personal information which is mandatory for customs to process your export documentation as well as for Digital Tax Free to process your refund.

# 1) Download App





# 2) Create account

	LOG IN	
DIG	ITAL TAX FR	EE
Phone	number	
Passwo	Password	
	Forgot password ?	
	LOG IN	
Γ	Create new account	

## 3) Register in 4 easy steps:

<b>&lt;</b> LOG IN	Register				
Step 1/4 Confirm number					
Digital Tax Free uses mobile phone number as identifier. Please enter your number and you will be sent a code via text message to confirm.					
Phone number					
	SEND				
		NEXT			
1	2 ABC	3			
4 6H1	5 JKL	6 mno			
7 PQRS	8 TUV	9			
+*#	0	$\boxtimes$			
		•			

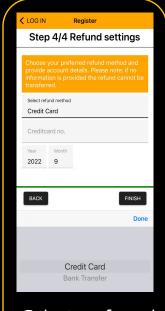
Provide mobile phone number and you will be sent a code to verify your number.

			`
<b>&lt;</b> LOG IN	Register		
St	ep 2/4 Signu	р	
First name			
Last name			
Birth date 9/9/2022			
Email addre	ess		
Choose a pa	assword (min 6 charac )	cters,	
Password		•	
Confirm pas	ssword	•	
Accept terms	and conditions		
BACK		NEXT	

Complete all fields with the information required.
Accept terms and conditions.

<b>&lt;</b> LOG IN	Register				
Step 3/4 Personal info					
VAT return inclucustoms author about the persogoods. This per printed on the Trequired:		g information rting the ion has to be			
Type to select	country of resi	idence			
Street #1					
Street #2					
City					
ZIP Code					
Passport No.					
		_			
BACK		NEXT			

Choose your country of residence from the list,address and provide passport/ID details.



Select preferred refund method:

- Bank (IBAN)
- Credit card



## Customer App / issue or add tax free form

#### 1) Get form issued in the shop

Open the app and show the starting screen with the QR code at the cash desk.

The QR is scanned and your fully completed Tax Free form printed.



#### 2) Add already issued Tax Free form in the app

Click on + and then "Scan" to scan the QR code of your Tax Free

Alternatively, you can type the Transld Number of the form, you want to add, into the field.



#### 3) App: navigation and functionality



List of all transactions (Tax Free forms).

In the list, each transaction shows details (click on the info button)



Add Tax Free form



Inbox which displays messages received from Digital Tax Free



Profile/Account: contains all information and settings as well as **FAQs and Contact** 

#### 4) IMPORTANT: Tax Free steps



### 1) Shop

Ask for your Tax Free form at the cash desk. Show QR code in the app to have it issued.

# 2) Stamp 🧍



Get vour Tax Free form customs stamped (digitally or manually) when leaving the EU.

Note: no customs stamp, no refund!

#### 3) Return



Post Tax Free form and original shop receipt back (ask for a prepaid return envelope in the shop). Note: original shop receipt is mandatory!

Contact us: Digital Tax Free Baltics | Facebook | info@digitaltaxfree.com | www.digitaltaxfree.com