

## Who We Are?

Planet is an international payment specialist. We are here to help merchants, acquirers and shoppers navigate the complex world of modern payments.

- 14,000 partners
- 150,000 retail stores
- €6.2bn sales in-store per year
- >10m Tax Refund vouchers processed annually
- 560 refund points
- 1,000 experts serving 58 countries

## What is Tax Free Shopping?

The UAE Federal Tax Authority introduced a VAT of 5% in January 2018, and launched Tax Free Shopping on 18th of November 2018.

Tax Free shopping is the purchasing of goods in the UAE which will be exported (subject to terms and conditions) whereby shoppers can obtain a refund on the VAT on these items, provided that they validate their purchases according to local rules.

## Who is eligible?

“Overseas tourist” means any natural person who is not a resident in any of the Implementing States and who is not a crew member on a flight or aircraft leaving an Implementing State.



**30+ years**  
of innovation



**More than 100**  
partner banks



**560 refund points**  
across the world



**55+ countries**  
in five continents



**€16bn**  
in transaction value



**150 currencies**  
supported



**150,000**  
retailers



**Over 10 million**  
Tax Free refunds  
processed annually



@Planettaxfreeme  
planetpayment.ae

Planet has been authorised by the FTA to operate the Tourist Refund Scheme on its behalf

# Merchant guide to Tax Free shopping

## How to register?

Please use our automated online registration process via:  
[www.planetpayment.ae](http://www.planetpayment.ae)

We will require your company name, Tax Registration Number, business trading name, address, the number and locations of your stores, and an undated cheque with an amount determined by us and endorsed to Planet Tax Free LLC.

We will then send you your Merchant Pack and start your onboarding process.

## How does the system work?

- ✔ 100% digital
- ✔ No paper required
- ✔ 250 dirhams minimum spend
- ✔ All done at point of sale in 2 minutes

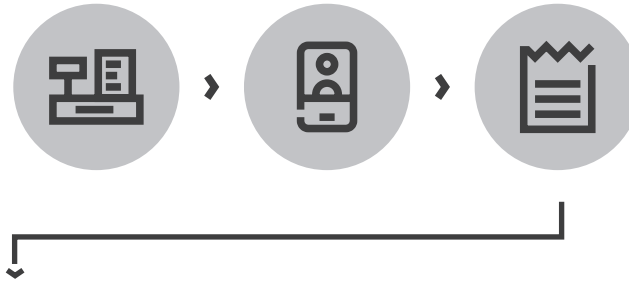


1. A shopper makes an eligible purchase
2. The shop assistant captures information from the tourist's Passport or GCC National ID card using the solution (this should be the same Passport or GCC National ID that was used to enter the UAE).
3. Then enters the transaction purchase price
4. Place our QR code tag on the back of the sales receipt
5. Scan the QR code to link the transaction with the tourist's passport details
6. A digital Tax Free form is then created

## The Tax Free process



Merchant issues Tax Free form in store



Mobile Staff Export Validation

The tourist goes to a Planet validation point before checking in

a. Card refund



b. Cash refund



## What does the tourist have to do?

1. The tourist takes goods and tagged receipt to the airport, seaport or border crossing
2. The tourist goes to a Planet Validation point:
  - For airports: Before checking in and going through security
3. Once validated, the tourist chooses a refund method
4. Planet processes the refund

## How much does the tourist get back?

The tourist will receive 85% of the total VAT amount paid, minus an admin fee of 4.80 dirhams per Tax Free form

## What does it cost you?

There are no start-up, subscription or license fees, or upfront hardware costs. You will be invoiced monthly for the total VAT, and you can adjust your VAT return to effectively recover the VAT amount refunded.

We will provide you with a smartphone with the app pre-loaded, QR code tags, Point of Sale material, and training for your staff.

## What is the benefit to the store?

Tax Free shopping will increase your share of international traveller spend.



Simple to manage.



Increase international footfall to your store.



100% fully digital



Information is safely stored and can be securely retrieved for audit purposes.