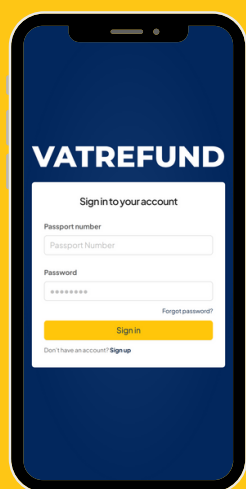


# HOW TO GET VAT REFUND

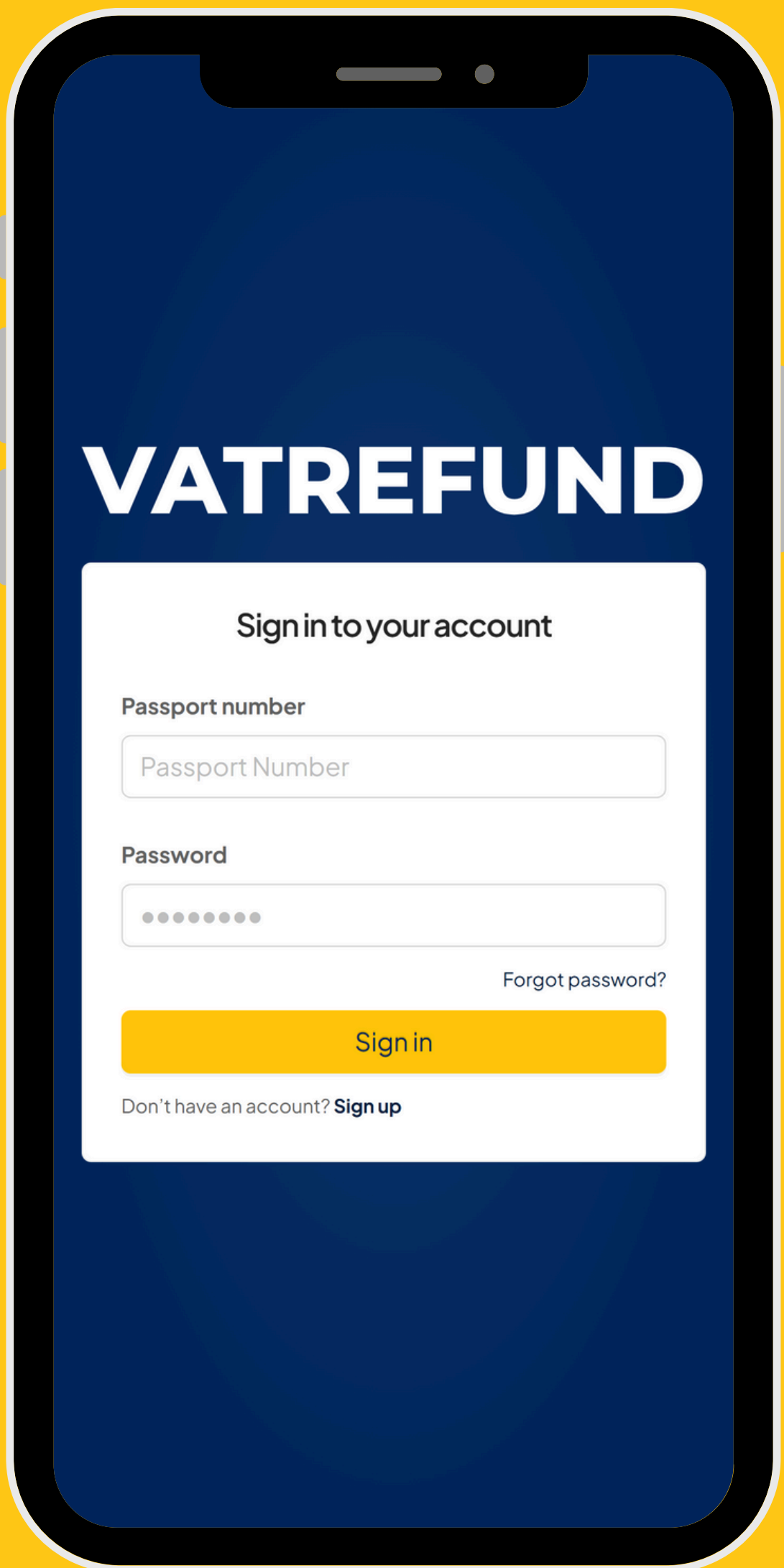


Purchase the goods and request the retailer (registered retailer) to capture your information for tourist refund



Follow the steps below to apply for a VAT refund

# SIGN UP TO GET VAT REFUND



**VATREFUND**

Sign in to your account

Passport number

Password

[Forgot password?](#)

**Sign in**

Don't have an account? [Sign up](#)

# REGISTRATION

## STEP 1

**VATREFUND**

Sign in to your account

Passport number

Passport Number

Password

Forgot password?

Sign in

Don't have an account? **Sign up**

access to : <https://vatrefundapp.pajak.go.id/>  
and Click **Sign Up** to Register

fill in your name and Date of Birth  
and Click **Sign Up**

**VATREFUND**

Create new account

\* Passport number

TT1464199

\* Date of birth

1973-11-09

Sign up

Already have an account? **Sign in**

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**VATREFUND**

Name

FUKU AKINO

Nationality

JAPAN

Date of Birth

09 November 1973

Yes, it's me

No, it's not

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verify your identity and  
Click **Yes, it's me** if its correct **No, It's not** if its not

# STEP 2

fill in your email, confirm it and Click **Register Now**

**VATREFUND**

\* email  
fuku.akino@gmail.com ✓

\* Confirm E-mail  
fuku.akino@gmail.com ✓

**Register Now**

Already have an account? [Log in](#)

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**VATREFUND**

✓

**Successfully Registering  
Your Account!**

Please follow the instructions in the email  
to complete your registration.

[Go Back](#)

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**You Successfully Registering  
your account, check your email  
and follow the step to complete  
your Registration**

**VERIFICATION LINK**

Hello, **FUKU AKINO**  
You're receiving this email  
because your email address was  
used to sign up for a new account  
on our website.

Please click this link to proceed to  
the next step of the verification  
process:

**VERIFY NOW**

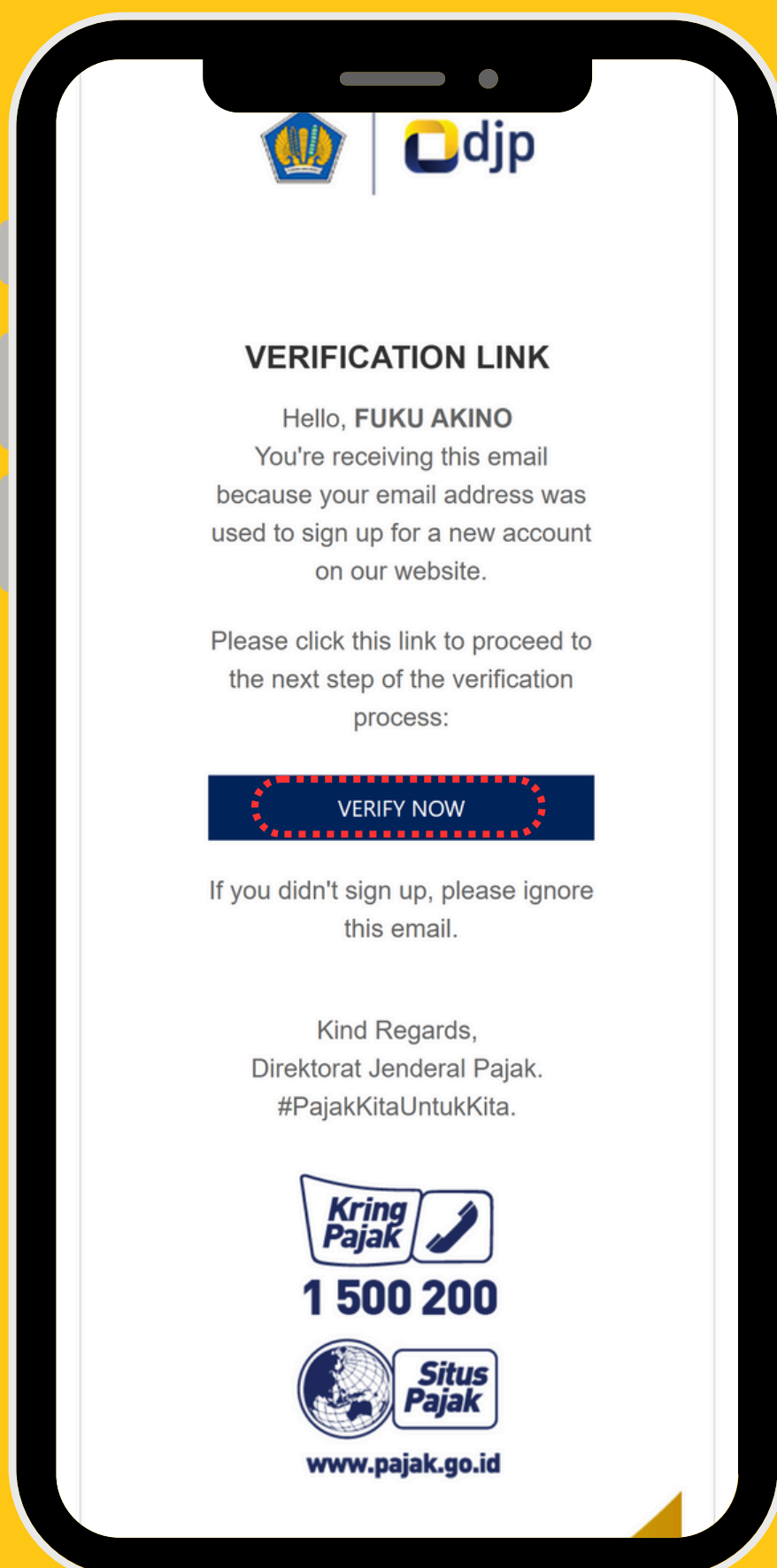
If you didn't sign up, please ignore  
this email.

Kind Regards,  
Direktorat Jenderal Pajak.  
#PajakKitaUntukKita.

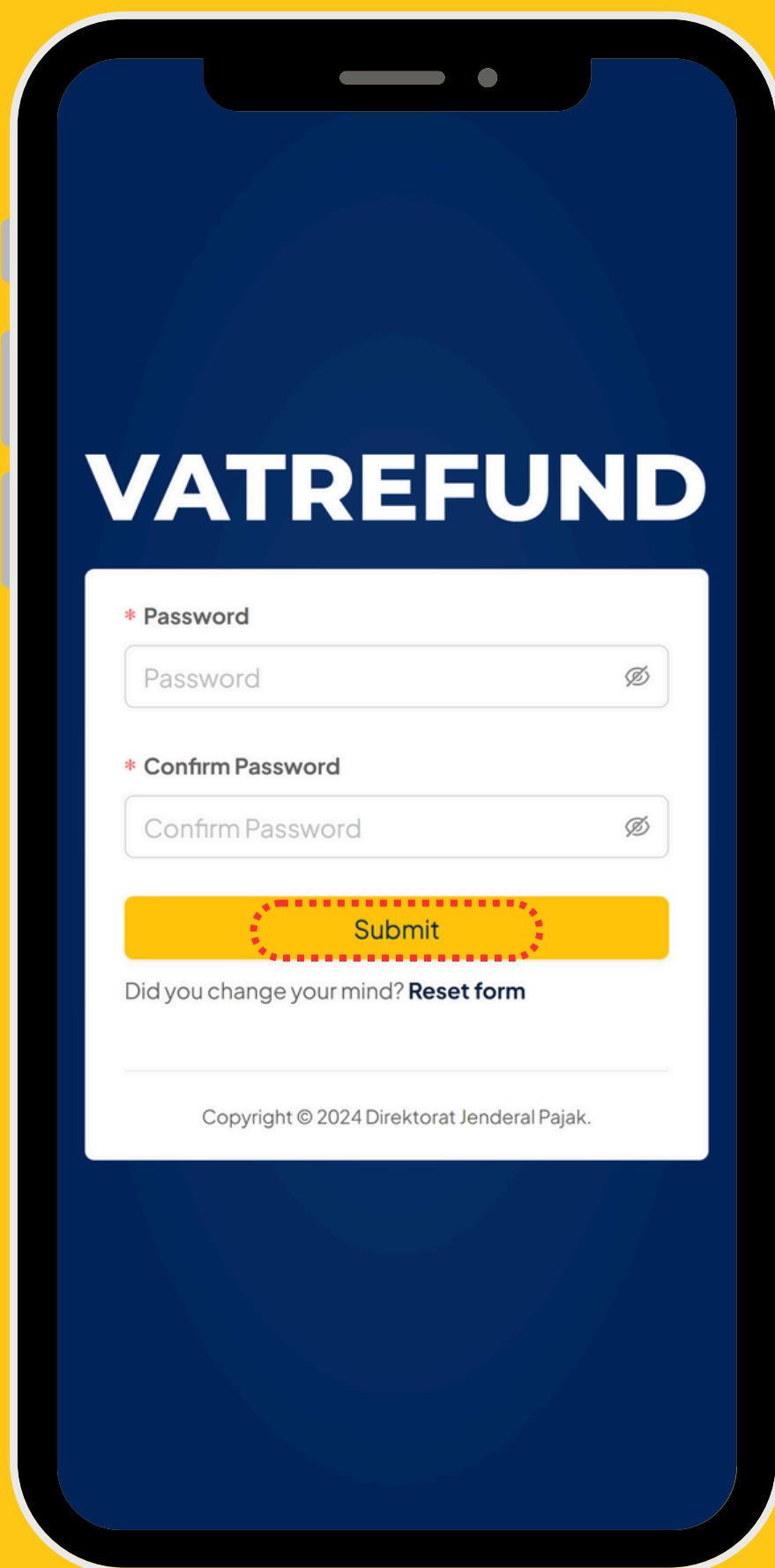
**1 500 200**

**www.pajak.go.id**

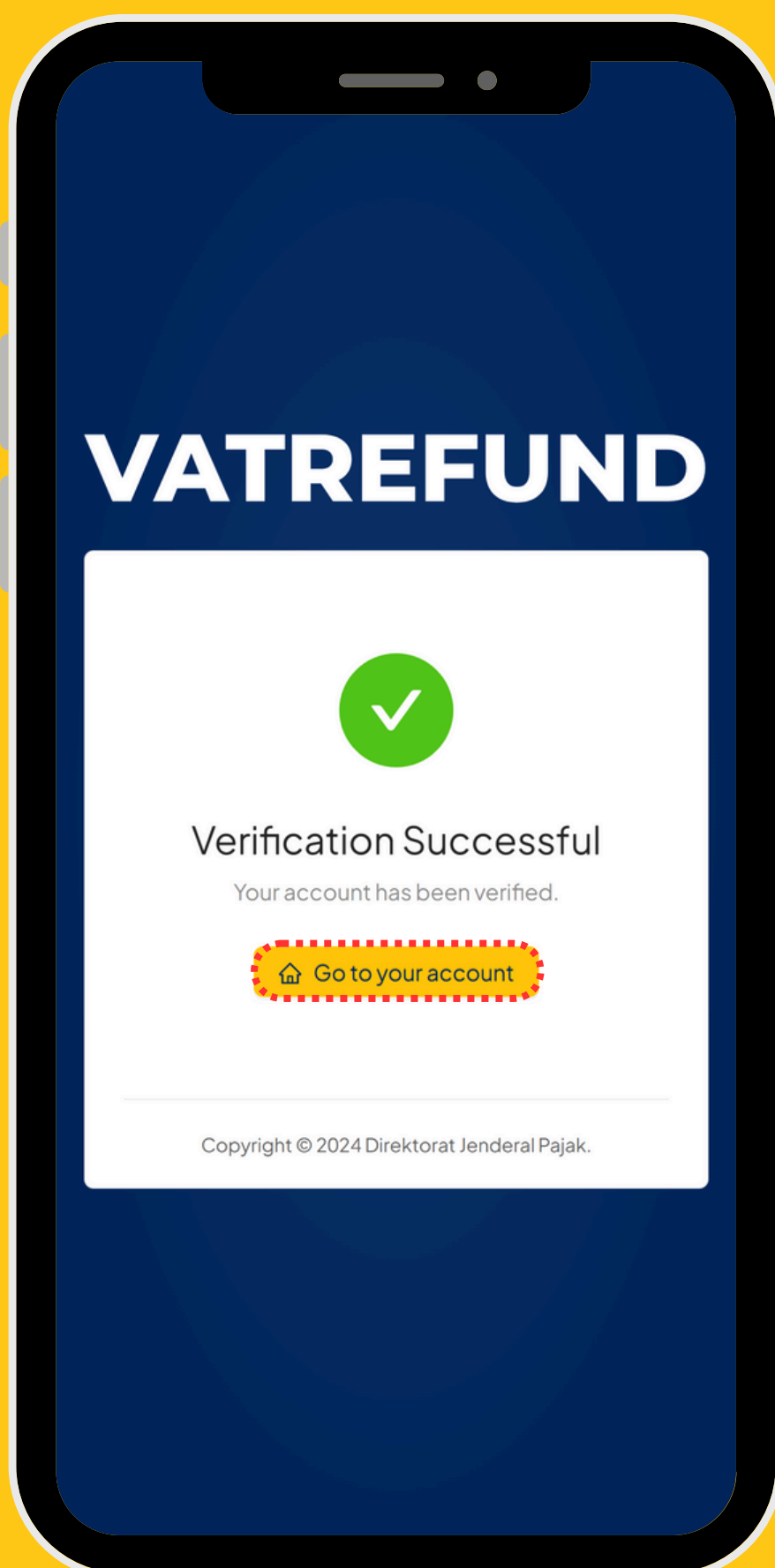
# STEP 3



check your email and Click **Verify Now** to proceed to next step of the verification process

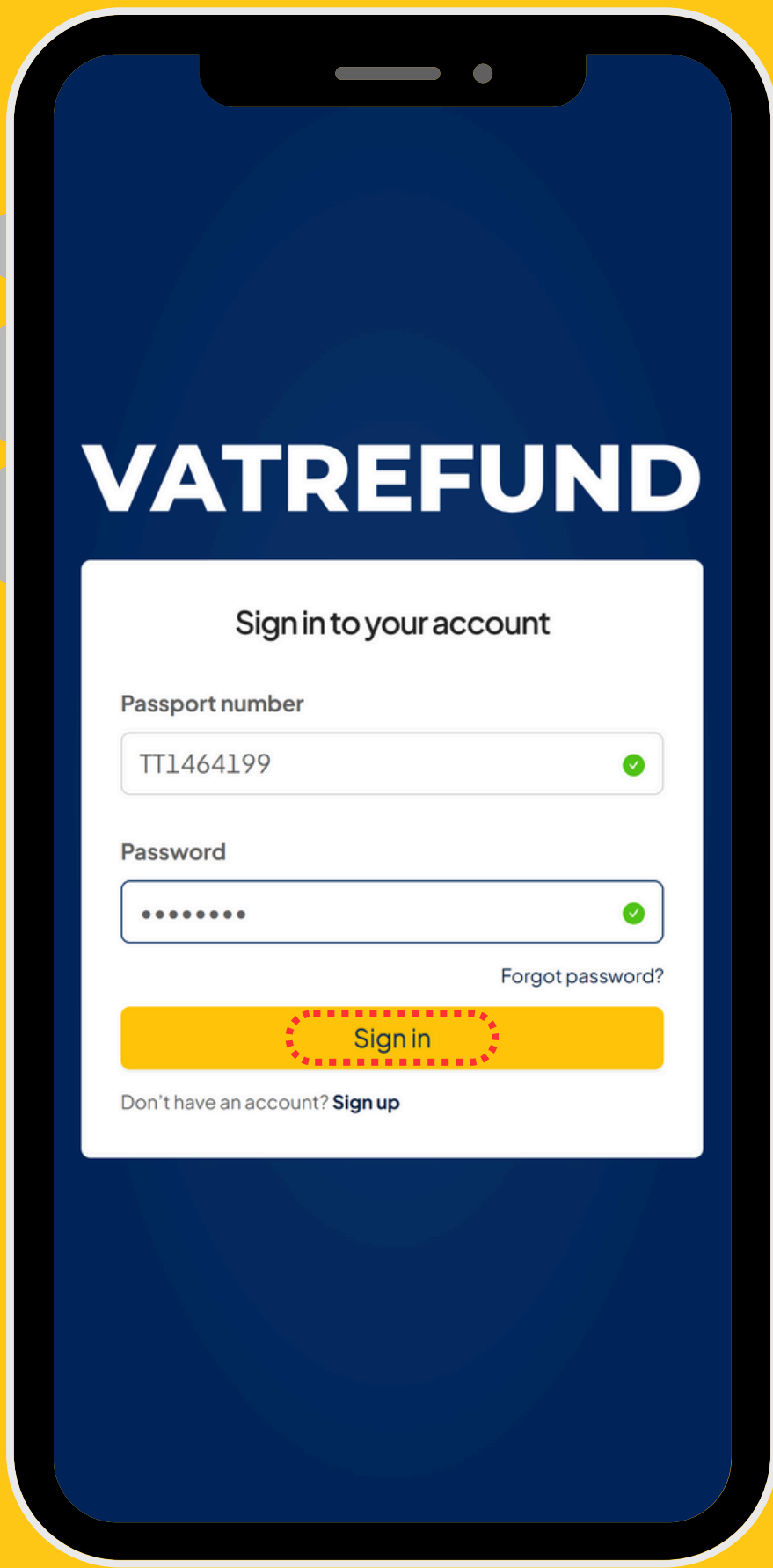


Create your password, confirm it and click **Submit**

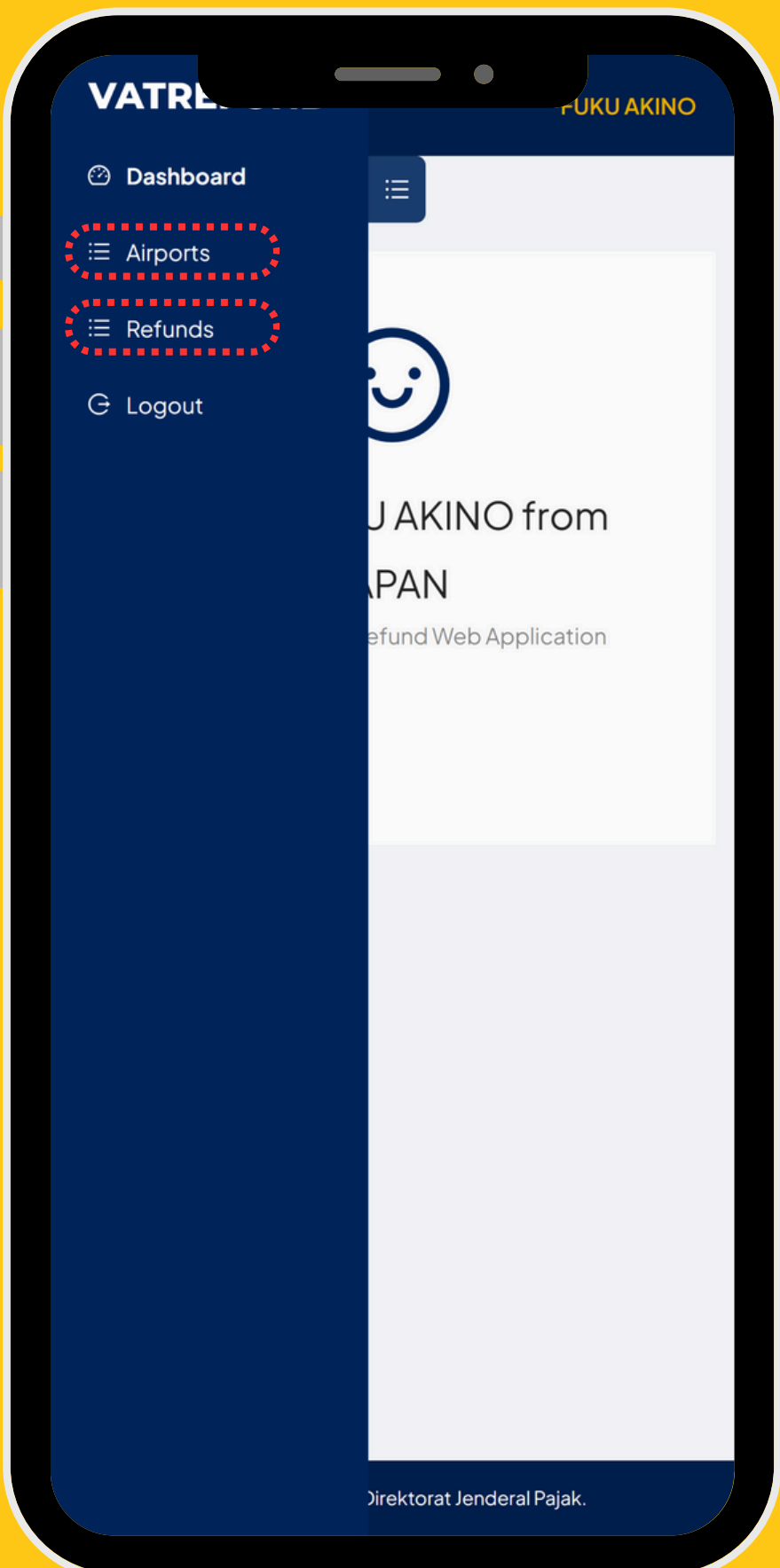
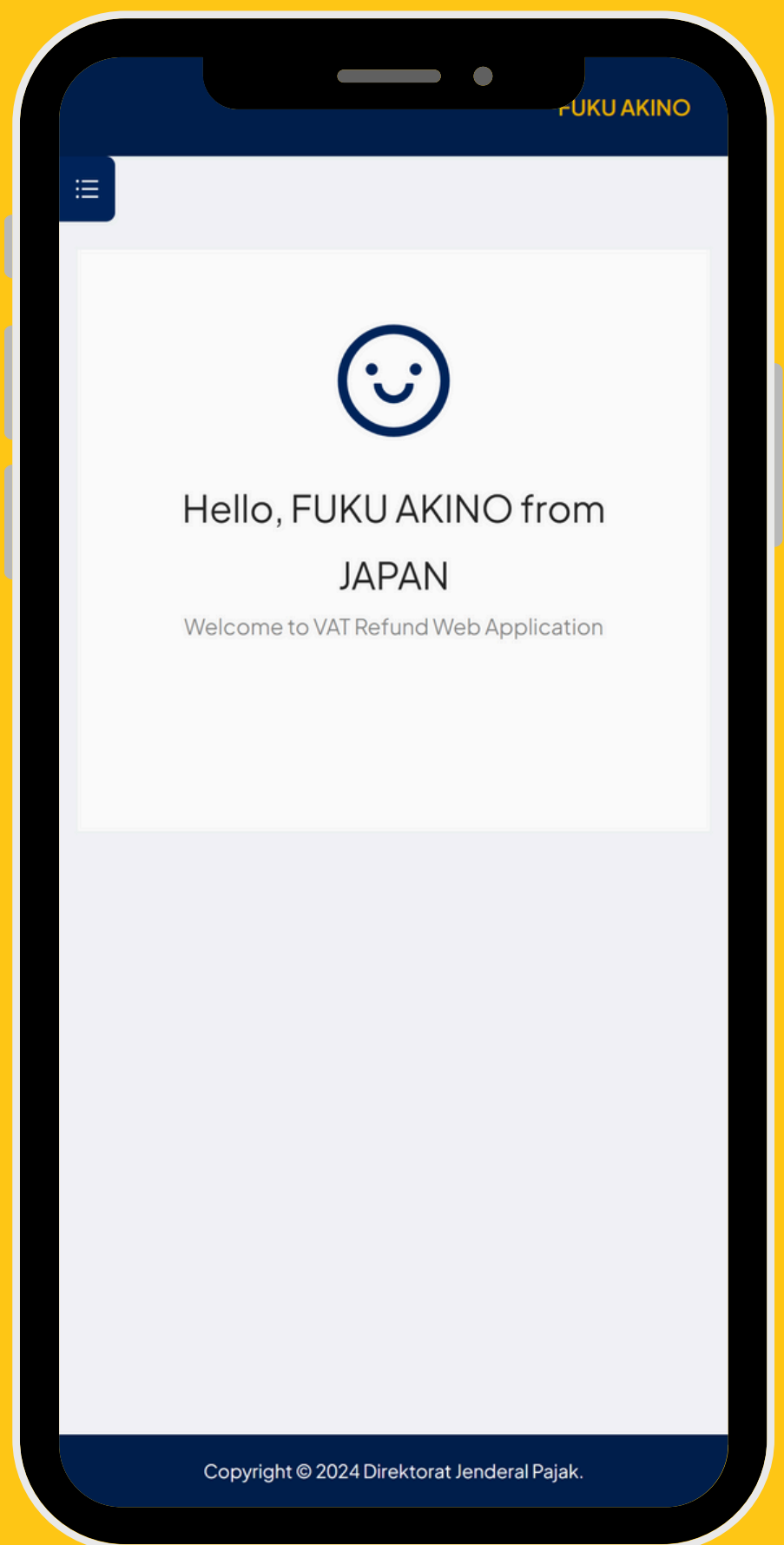


Your account has been verified Check your account by clicking **Go to your account**

# REFUND PROCESS

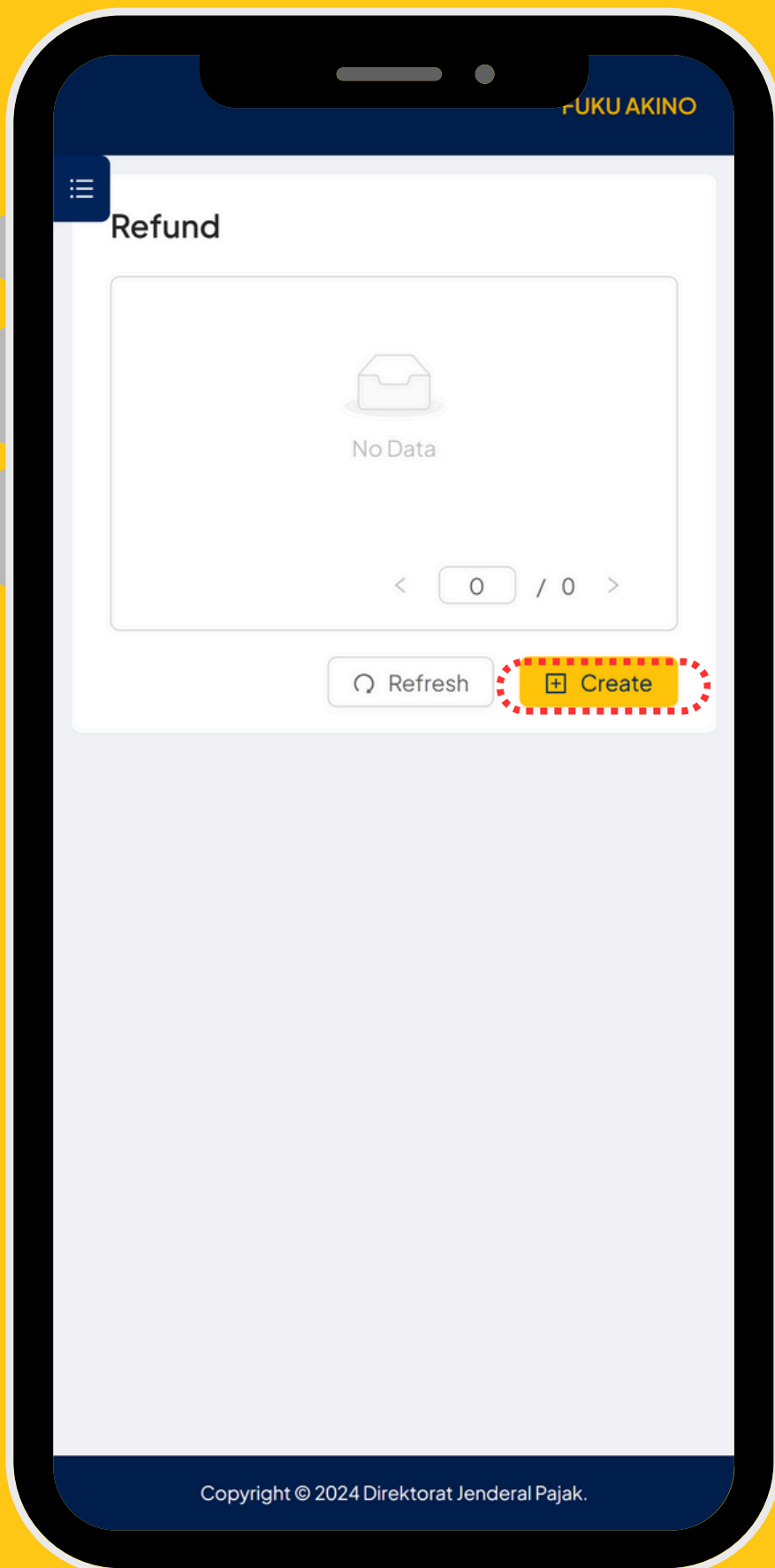


access to : <https://vatrefundapp.pajak.go.id/>  
fill in your Passport number and password  
and Click **Sign In** to Login to site



There are two main menu:

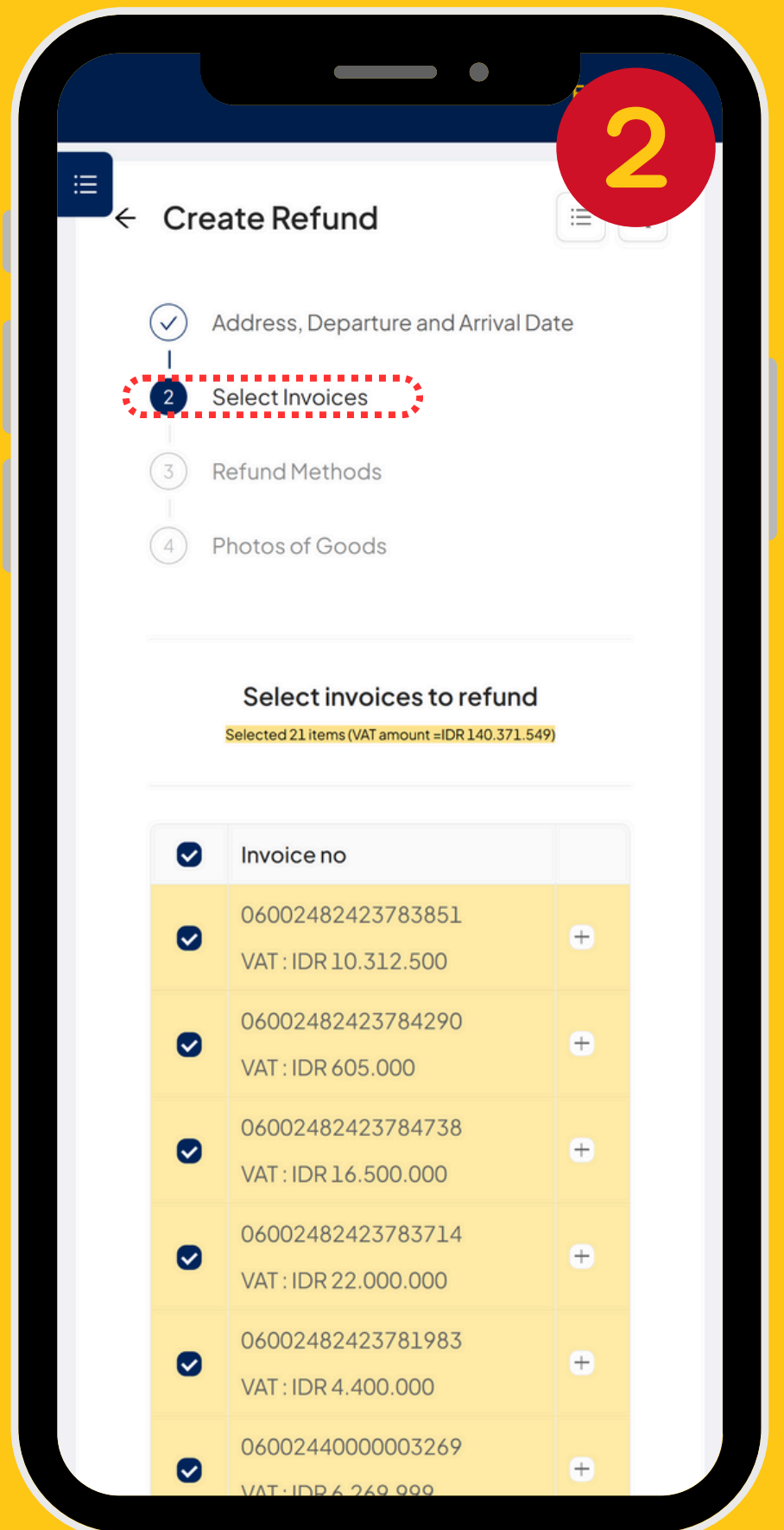
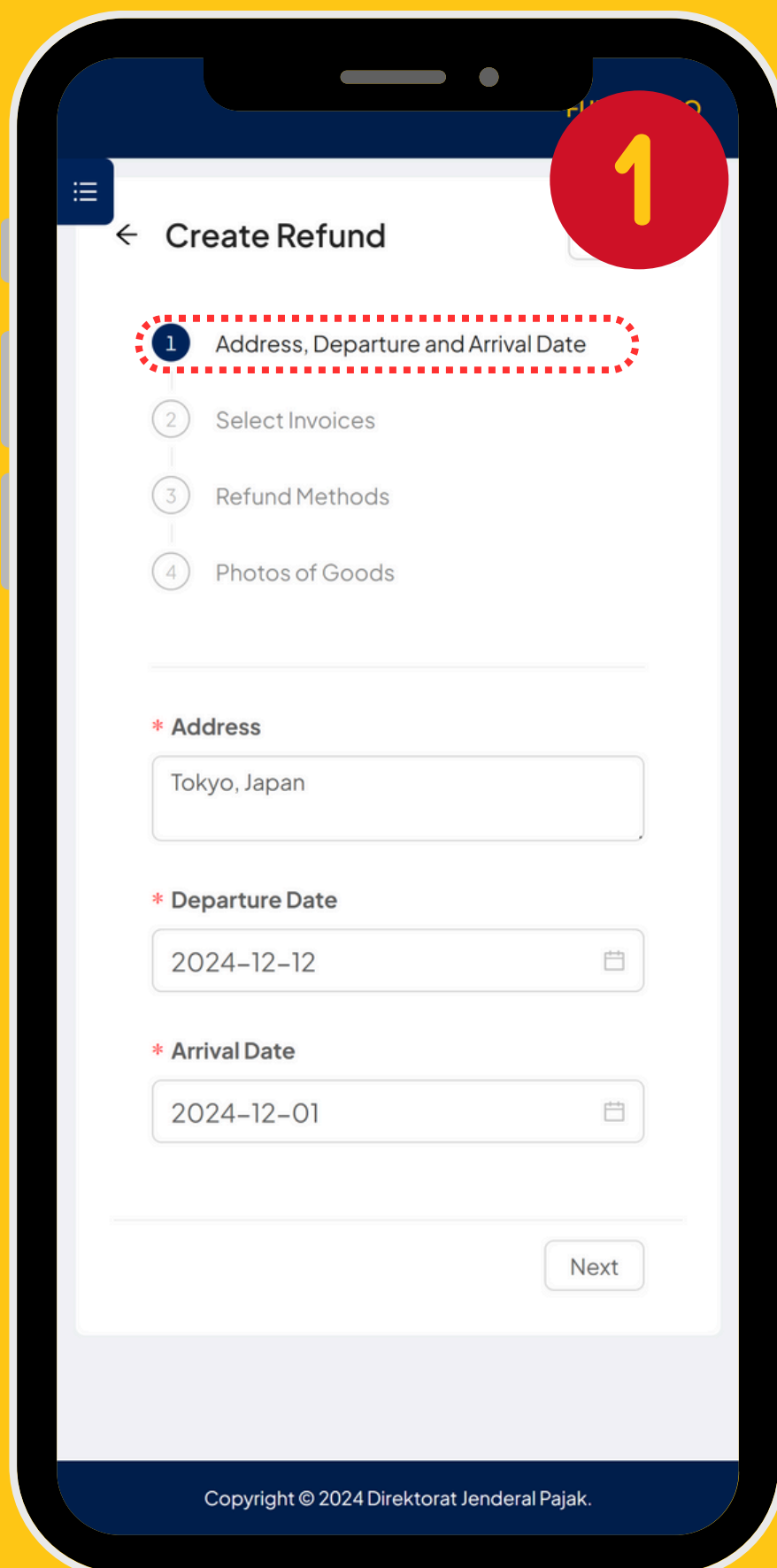
- **Airport** to see the list of airports
- **Refunds** to initiate refund process

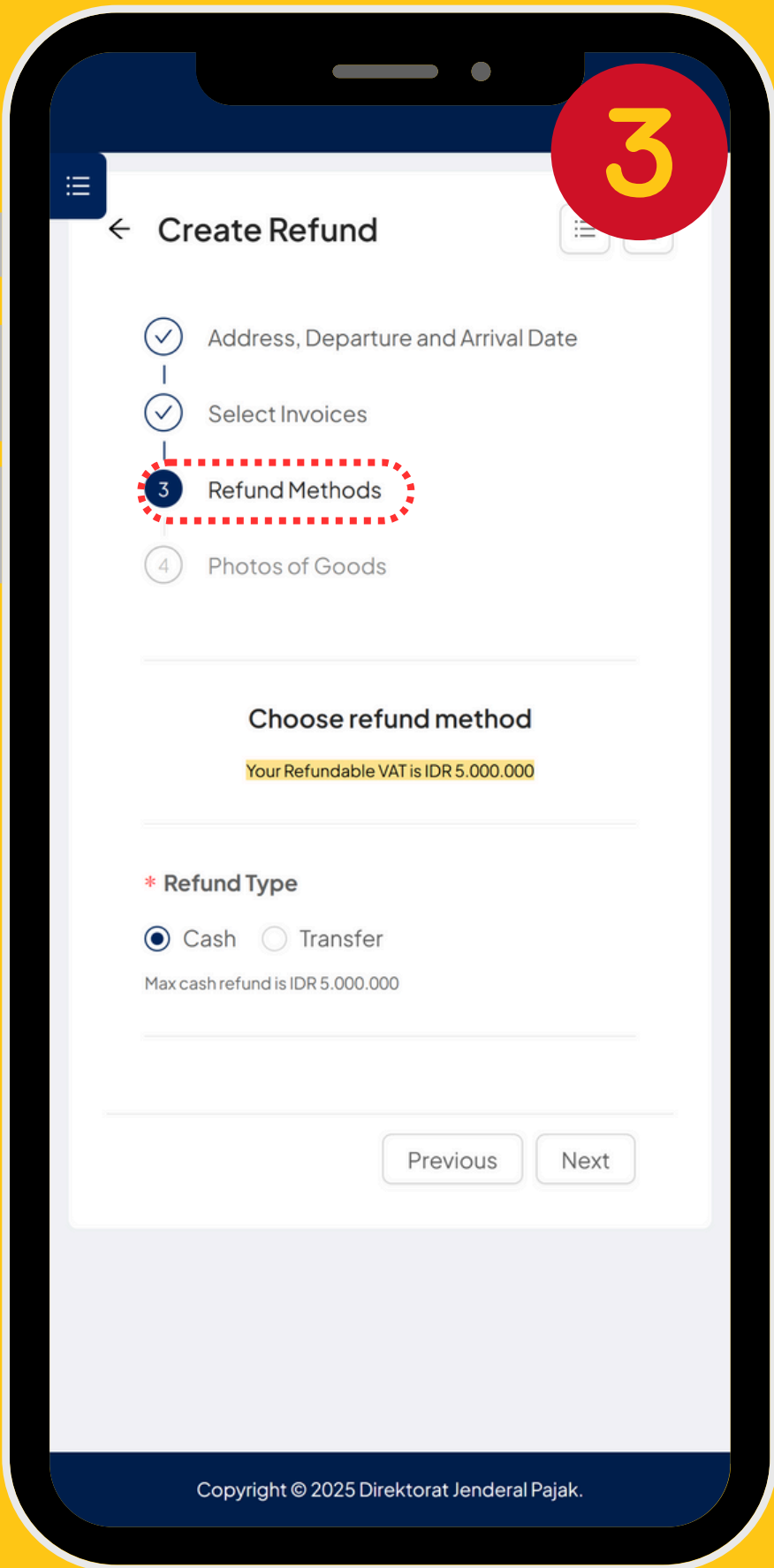


create your refund by clicking **Create button** and you will be redirected to the refund application page

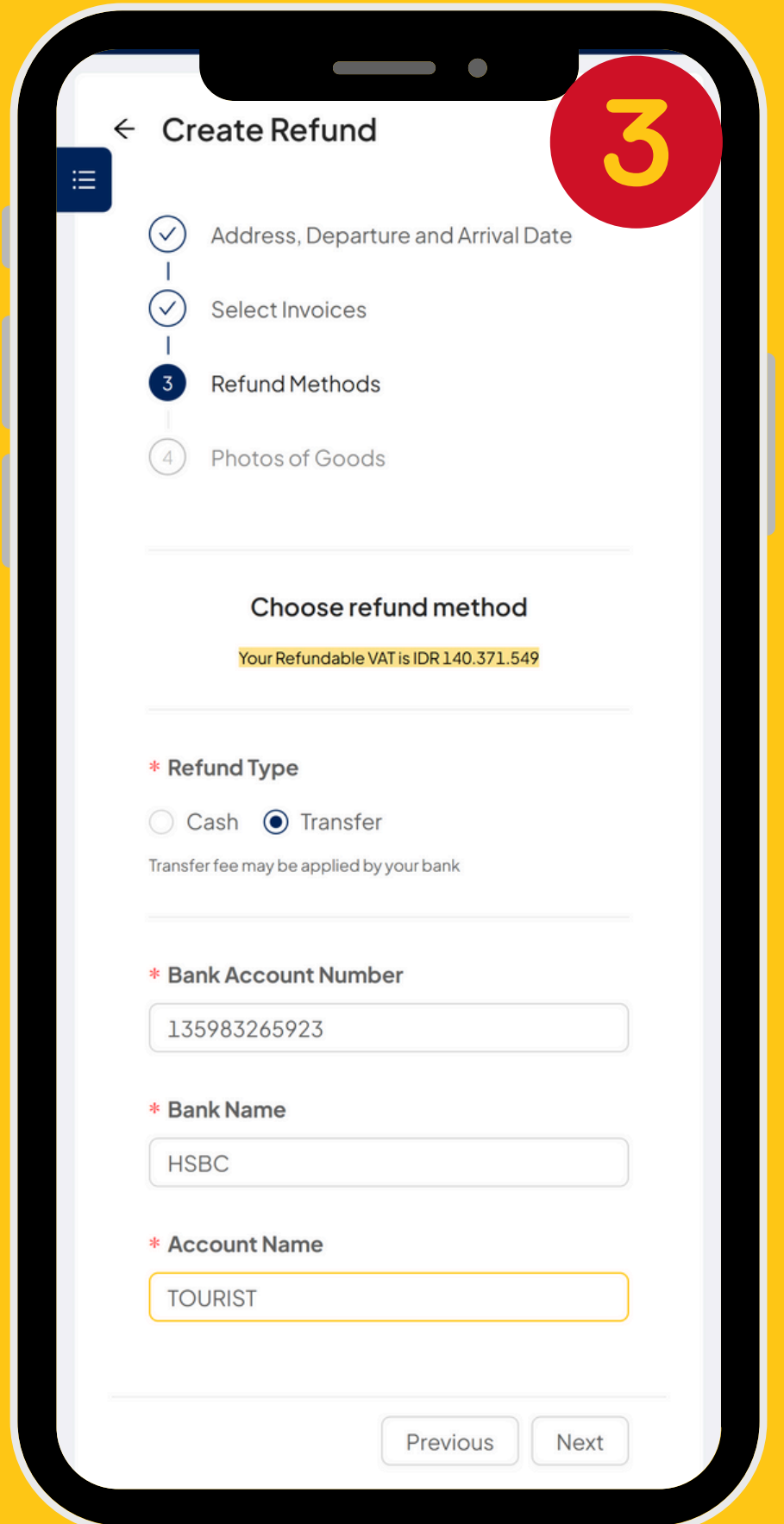
There are four steps to create refund:

1. Address, departure & arrival Date
2. select invoice
3. choose refund methods (cash or transfer)  
\*Cash is only available for a maximum amount of five million rupiahs.
4. capture photos of goods by your device, click submit, go to VAT Refund counter and your refund will be verified & processed immediately by our official

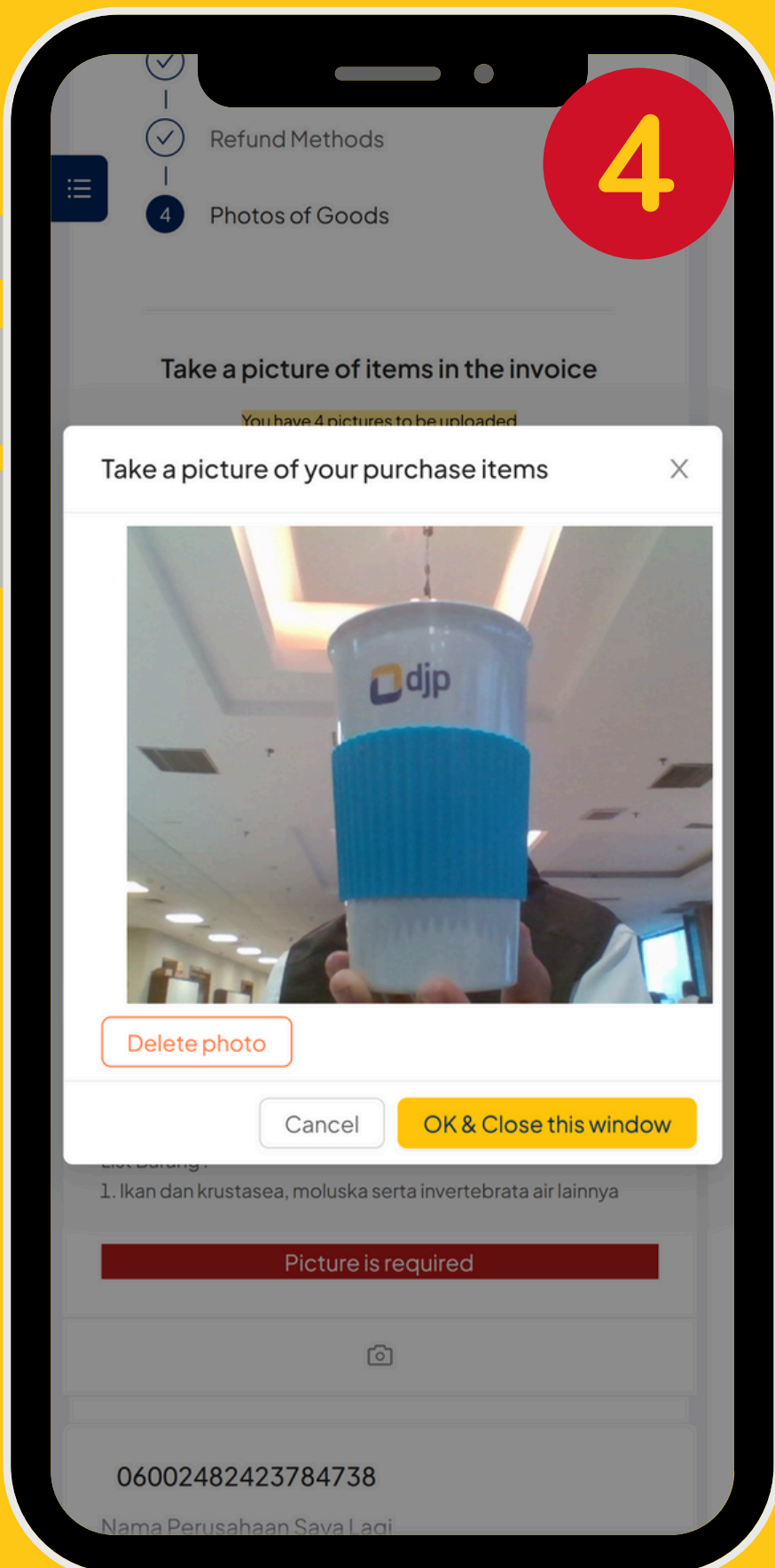


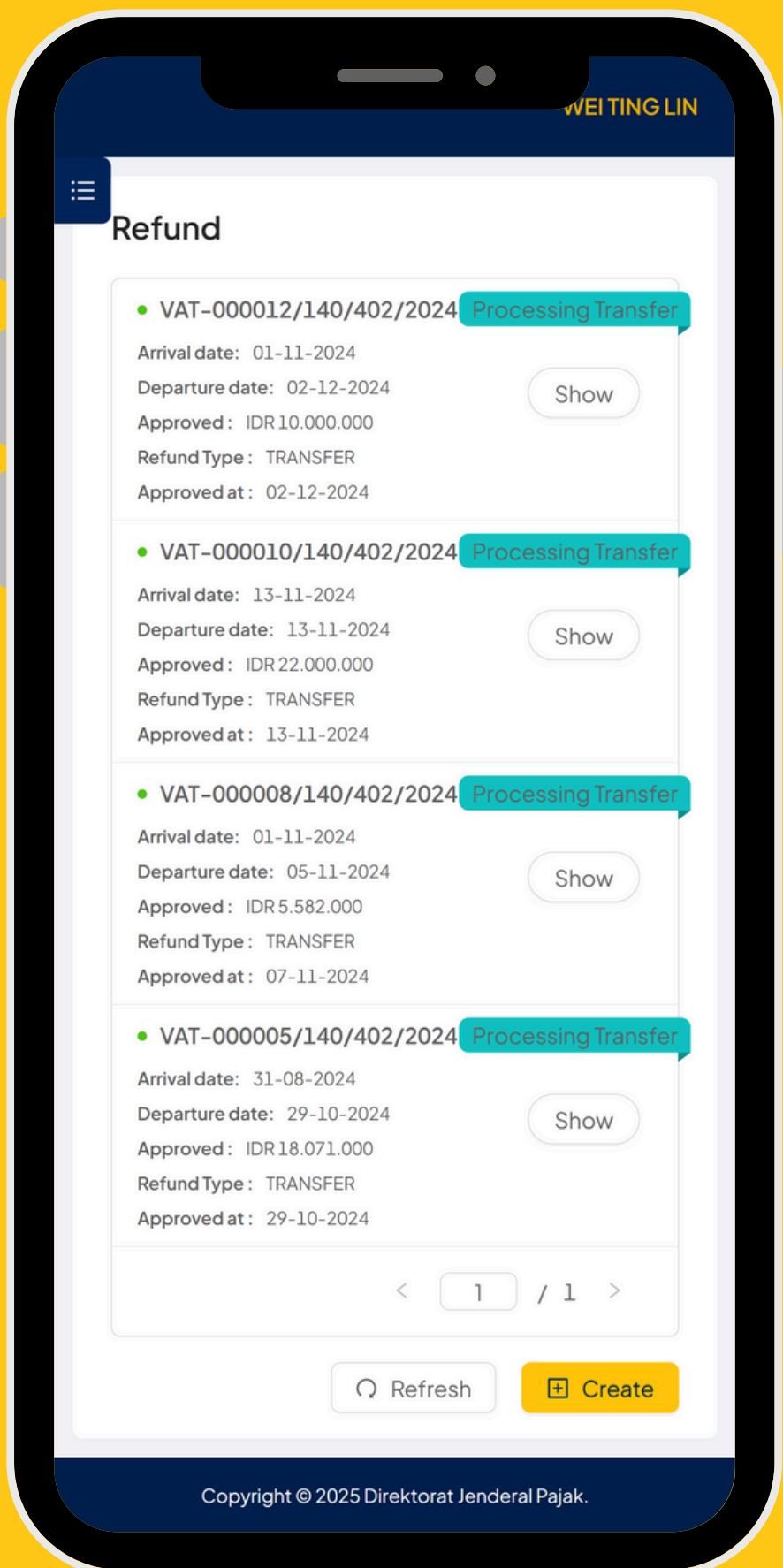
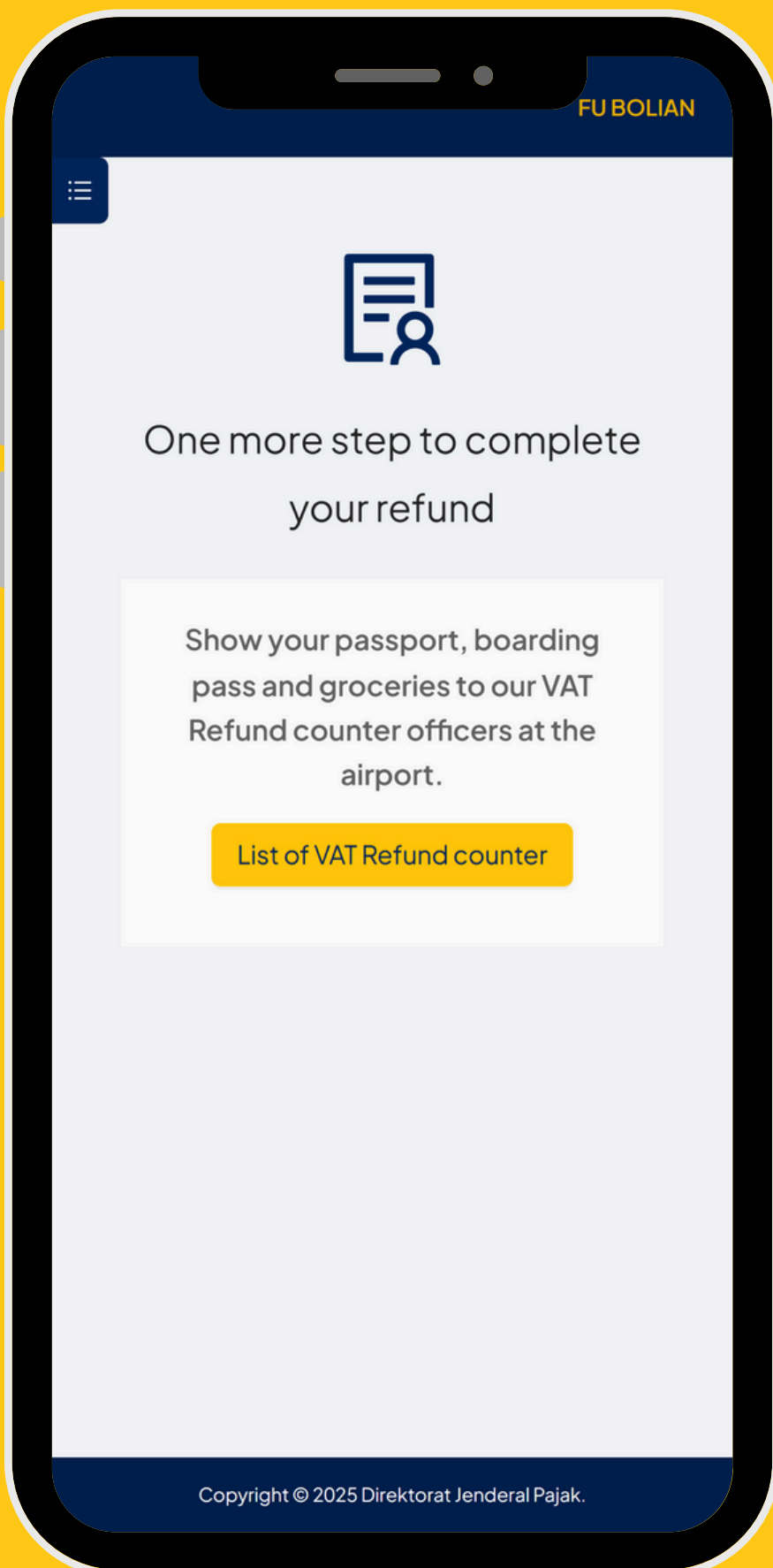
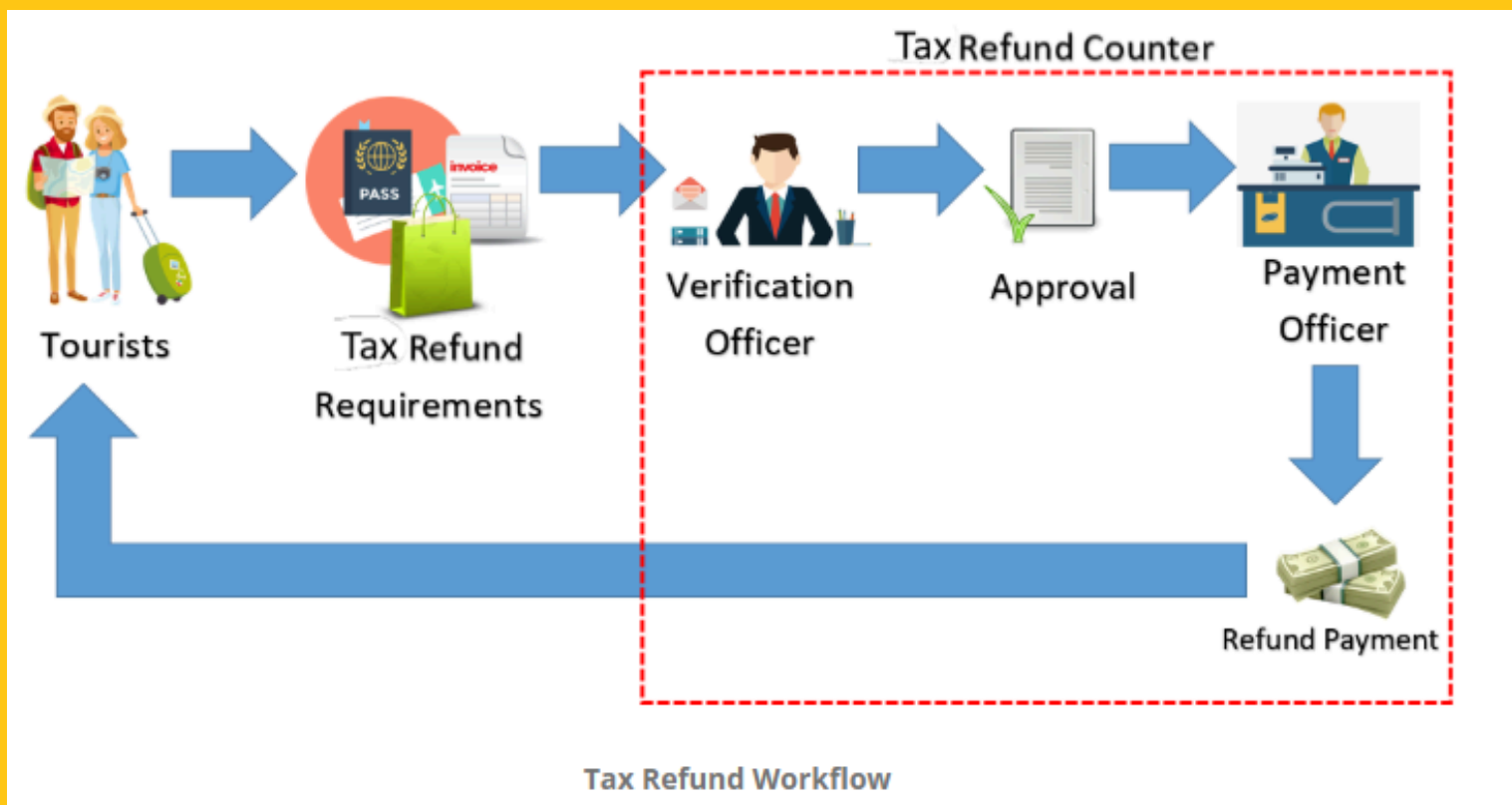


**choose refund methods (cash or transfer)  
\*Cash is only available for a maximum amount of five million rupiahs.**



**capture photos of goods by your device,  
click submit, go to VAT Refund counter and  
your refund will be verified & processed  
immediately by our official**





Your VAT refund request history will be displayed as shown in the image above

# FORGOT PASSWORD

## STEP 1

**VATREFUND**

Sign in to your account

Passport number

Passport Number

Password

Forgot password?

Sign in

Don't have an account? Sign up

access to : <https://vatrefundapp.pajak.go.id/>  
and Click **Forgot Password** to Reset  
Password

fill in your Passport and Email  
and Click **Send**

**VATREFUND**

Forgot password?

Change your password in three easy steps. This will help you to secure your password!

1. Enter your passport number and the email address you used during the registration below.
2. Our system will send you a temporary link.
3. Use the link to reset your password.

\* Passport number

TEST123

\* Email


testing@pajak.go.id

Send

Already have an account? Sign in

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Check your email and click **Reset Password**  
and input your new password



**PASSWORD RESET LINK**


Hello, **ATSUO SHIMIZU**


We have received a request to reset the password of your VATREFUND account. If you did not request this, please ignore this email.

If you would like to reset the password of your VATREFUND account, please follow the link below:


**RESET PASSWORD**

Kind Regards,  
Direktorat Jenderal Pajak.  
#PajakKitaUntukKita.

  
**1 500 200**

  
**www.pajak.go.id**

email is sent automatically by the system. You do not need to reply to or send an email to this address.

 KEMENTERIAN KEUANGAN  
DIREKTORAT JENDERAL PAJAK

# FORGOT PASSWORD

## STEP 2

**VATREFUND**

\* Password

Password

\* Confirm Password

Confirm Password

Reset Password

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fill in your new password and confirm password and Click *Reset Password*

Make sure the password you entered matches

**VATREFUND**

\* Password

.....

\* Confirm Password

.....

Reset Password

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**VATREFUND**

Reset Password  
Successful

Your password has been reset. You can now login with your new password.

Go to your account

Copyright © 2024 Direktorat Jenderal Pajak.

your password has been reset and you can now login with your new password