

Checklist for the registration process BZSt Online-Portal (“BOP”)

In order to use BOP for **VAT refund applications** you must (once)

- first register with BZSt
- then register with BOP

You can use the following checklist to work through the individual steps.

Recommendation: Print out this survey and check off the completed points.

<input type="checkbox"/>	a)	fill in the registration form, add required documents and send by letter post
<input type="checkbox"/>	b)	receive the BZSt-number from BZSt by e-mail
<input type="checkbox"/>	c)	get the secret code from BZSt by letter post
Please handle these steps from a) to c) before you continue to process the following steps. Please turn only to our support if you have not received a reply within 4 weeks. If you do not receive an e-mail to step b), please check if the message has been rejected by your spam filter before you get in contact with our support.		
<input type="checkbox"/>	d)	start your registration on the website https://www.elsteronline.de/bportal/ (available also in English). Click on the link “for registration”. On the following page the available registration types are explained. Choose one of these registration types and follow step 2 (personal data).
<input type="checkbox"/>	e)	receive the activation-ID from BZSt by e-mail
<input type="checkbox"/>	f)	get the activation code from BZSt by letter post
Please handle these steps from d) to f) before you continue to work on the following steps. Please turn only to our support if you have not received a reply within 4 weeks. If you do not receive an e-mail to step e) please check if this message has been rejected by your spam filter before you get in contact with our support.		
<input type="checkbox"/>	g)	complete the registration by clicking on the link provided with the e-mail in step e). Follow the instructions of step 2 (activation and generating certificate)
<input type="checkbox"/>	h)	receive e-mail with link for first time login from BZSt
Please handle these steps from g) to h) before you continue to work on the following steps. Please turn only to our support if you have not received a reply within 4 weeks. If you do not receive an e-mail to step h) please consider if this message has been rejected by your spam filter before you get in contact with our support.		
<input type="checkbox"/>	i)	use the link provided by e-mail (step h) to login first. Follow the instructions of step 3 (first-time login).
You have successfully completed the registration process. Now you can use the application form in BOP for your VAT refund applications.		