

Requirements for the use of the e-service

The Protocol Services of the Ministry for Foreign Affairs of Finland has taken an e-service into use for the applications for tax and duty exempt imports and purchases (“French papers”). The Missions will be able to electronically submit their applications to the Protocol Services.

From January 2025 on the Protocol Services will take the e-service into use for value added tax refund applications (VAT) as well.

From 1 January 2025 onwards both applications will only be processed in the e-service; the applications for tax and duty exempt imports and purchases and value added tax refund applications.

The e-service is provided by the Suomi.fi Web Service and will require strong identification. Missions will need either a Finnish business ID or a Mission ID, and a registered right to grant mandates at Suomi.fi Web Service. Mandates can be granted to one or several members of the Mission.

Finnish business ID or a Mission ID

The Missions will need a Finnish business ID for using the e-service. Please note that the Mission is one legal entity. Each Mission can use only one business ID in the e-service.

Registering the right to grant mandates at Suomi.fi Web Service

The Missions need to register the right to grant mandates to members of the Mission to act on behalf of the Mission in the e-service. This can be done at Suomi.fi Web Service: <https://www.suomi.fi/e-authorizations/authorisation-with-an-application/application-for-the-registration-of-a-mandate> Please see Appendix “Registering the right to grant mandates at Suomi.fi Web Service”.

Granting mandates at Suomi.fi Web Service

Once the right to grant mandates has been registered, the Missions will need to grant a mandate to one or several members of the Mission to act on behalf of the Mission in the e-service. For requesting the mandate, please follow the instructions in Appendix “Requesting Suomi.fi authorizations”. For granting the mandate, please follow the instructions in Appendix “Granting Suomi.fi authorizations”.

For more information on Suomi.fi Web Service and strong identification, please contact the Suomi.fi customer service for organizations:

E-mail: organisaatiopalvelut@dvv.fi

Telephone: 0295 53 5115 on weekdays at 9.00–15.00

<https://www.suomi.fi/instructions-and-support/support-and-assistance/customer-service-for-organisations>