



VANUATU




ELECTRONIC SINGLE WINDOW SYSTEM PROJECT

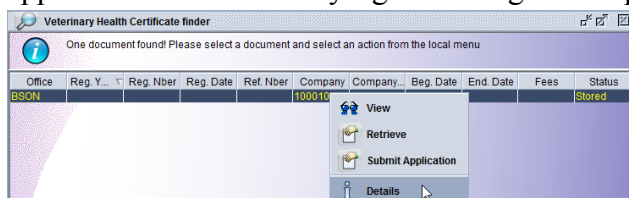
How to submit an application for a Veterinary Health Certificate

Brief instructions for Exporters

The following brief instructions are to guide Exporters in applying for a Veterinary Health Certificate in the Single Window system.

Notes:

- i. Please refer to the relevant Flowcharts, Standard Operating Procedure and the Terms of Reference for guidance on the specific clearance process of concerned.
- ii. Users are encouraged to take note on the system messages and instructions to complete the procedure.
- iii. To access any reference table, press the F3 key or right click on the field and select “Find”.
- iv. Alternatively, reference tables can be consulted either at:
 - ASYCUDA→References
 - Single Window→Configuration
- v. To know the name of a field or button, place the mouse over it to see its name.
- vi. Press the “tab” key on the keyboard to navigate through the fields of the application.
- vii. When working on an application, it can be checked by clicking on the ‘Verify the document’ icon: 
- viii. If required, attachments can be attached to each of the different operations of the process:
 - a. Go to the “Scanned Documents” tab and attach the documents by clicking on the ‘New’ icon: 
 - b. Only PDF and picture files can be attached to an application.¹
 - c. Once attached, select the attachment and click on the ‘Upload’ icon: 
 - d. Repeat this for all attachments to be attached to the application.
- ix. Details of the processes applied to an application and the different versions of the application can be seen by right clicking on an application and selecting ‘Details’:




- x. Any application can be viewed by right clicking on the application and selecting ‘View’.

¹ It is recommended to keep file sizes to a minimal



V A N U A T U

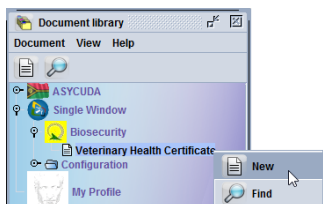
ELECTRONIC SINGLE WINDOW SYSTEM PROJECT


- xi. The different tabs of an application can be printed by clicking on the ‘Screen Shot printout’ icon: 
- xii. An Applicant will be informed via email and the different processes applied to their submitted application.


Process:

A. New Applications

1. Ensure that all relevant information, including required documentation, are available prior to the submitting the application in the VeSW system.
2. Go to Single Window → Biosecurity → <Right click> Veterinary Health Certificate → New:



Note: If you already have a locally stored Veterinary Health application, retrieve it by clicking on the retrieving file (‘Import from XML file’) icon: 

3. Complete the “General Information” tab of the Veterinary Health application. Taking note of the following:
 - Biosecurity *Office* of lodgement should be the closest Biosecurity processing office in either Port Vila (BVHQ) or Luganville (BSON) **only**
 - All applications should use *TIN* numbers, if available:
 - Where an Importer/Exporter appears not to have a code in the system, the Applicant may apply for a new TIN to the Tax Authorities.
 - If the Importer/Exporter is a one-off trader, then TIN field can be left blank on the SPS application.
 - *Credit/Prepayment account* if available
 - *Import Permit No.* from country of import, should be captured, if available
 - *Point of Exit* is the port where the goods would be exported from Vanuatu
 - *Application type* (Commercial or Personal)
 - *Means of Conveyance* is the means of transport
 - *Point of Entry* is the destination port where the goods would be arriving to
 - Commodity code and particulars:
 - Capture the appropriate SPS code.²
 - Add the commodity to the application by clicking on the ‘Add Item’ icon: 
 - Repeat this for all commodities to be applied for in the application.
 - To modify or remove a commodity, right click on it and select:


² Consult the “SPS – Reference tables and Coding conventions”

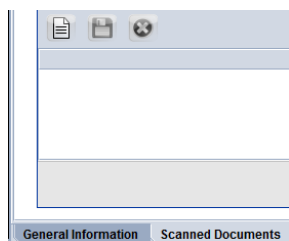






VANUATU

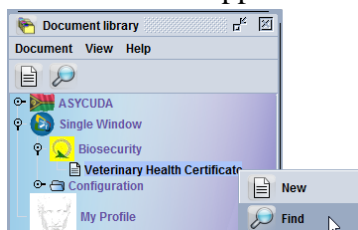
ELECTRONIC SINGLE WINDOW SYSTEM PROJECT

#	Tariff Code	Goods Description	Pck. Nbr	Pck. Type	Marks	Wgt	Country of Org.
1	EA0101	Outside Flat - Frozen Beef Cuts	21	2		4	Vanuatu

- Whenever specification of any goods description is in doubt, the Applicant can acquire assistance from Biosecurity.
 - Capture the anticipated shipping details of the consignment.
 - Capture the processing and slaughtered location of the animal product and dates
 - Processing facilities will need to capture one single invoice per consignment; this is the requirement for Veterinary Health Certificates.
 - Capture any *Remarks* to bring to the attention of Biosecurity
4. Attach required documents, by going to the “Scanned Documents” tab and attach the soft copies of the required documents by clicking on the new icon: 
- i. Only PDF and picture files can be attached to an application.³
 - ii. Make sure to attach all the required documents:



- iii. Once attached, select the attachment and click on the upload icon: 
 - iv. Repeat this for all attachments to be attached to the application.
5. If required the application can be locally stored by clicking on the local store (‘Export to XML file’) icon: 
6. If no errors are detected (or after any errors are corrected) submit the application by clicking on the ‘Direct Submit’ icon: 
- i. The VeSW system will automatically generate a registration number, which is unique per office, per year.
 - ii. The application can also be stored on the server by clicking on the ‘Store’ button to be submitted later: 
 - iii. Find the stored application in the system to either further edit or submit:




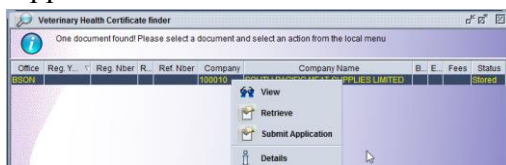
³ It is recommended to keep file sizes to a minimal






VANUATU

ELECTRONIC SINGLE WINDOW SYSTEM PROJECT

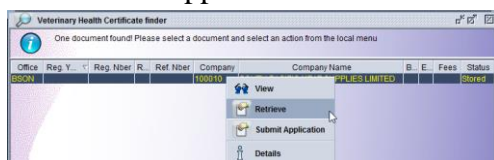
- iv. From the Finder use any criteria to find the interested application and click on the 'Search' icon  to display the result of the search.
- v. Right click on the application and select either 'Retrieve' or 'Submit Application':



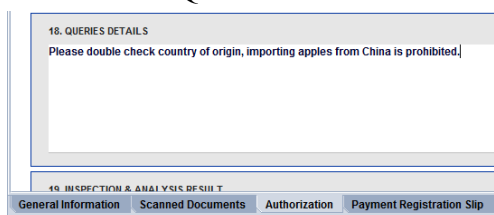
- vi. If the application was retrieved and edited, it can be further stored to be submitted later by clicking on the 'Modify Stored' icon: 
 - vii. Otherwise, if 'Submit Application' was selected, the application can be submitted by clicking on the 'Submit Application' icon: 
7. Once the application is approved and paid (either by cash, cheque, prepayment or online payment), it can be printed from the system by finding it and clicking on the 'Print Electronic Document' icon: 


B. Queried Applications

- 1. Find the application from the system.
- 2. Retrieve the application:

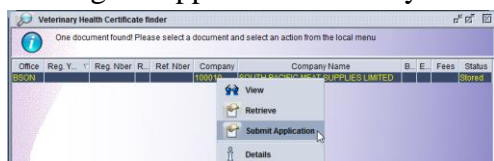



- 3. Consult the "QUERIES DETAILS" on the "Authorization" tab:



- 4. Amend the entry as per the query, if required, by following the relevant instructions as in section A above, and save the changes by clicking on the 'Modify Stored' icon: 

- 5. Finding the application in the system to resubmit:



- 6. Resubmit the application by clicking on the 'Submit Application' icon: 

■ End