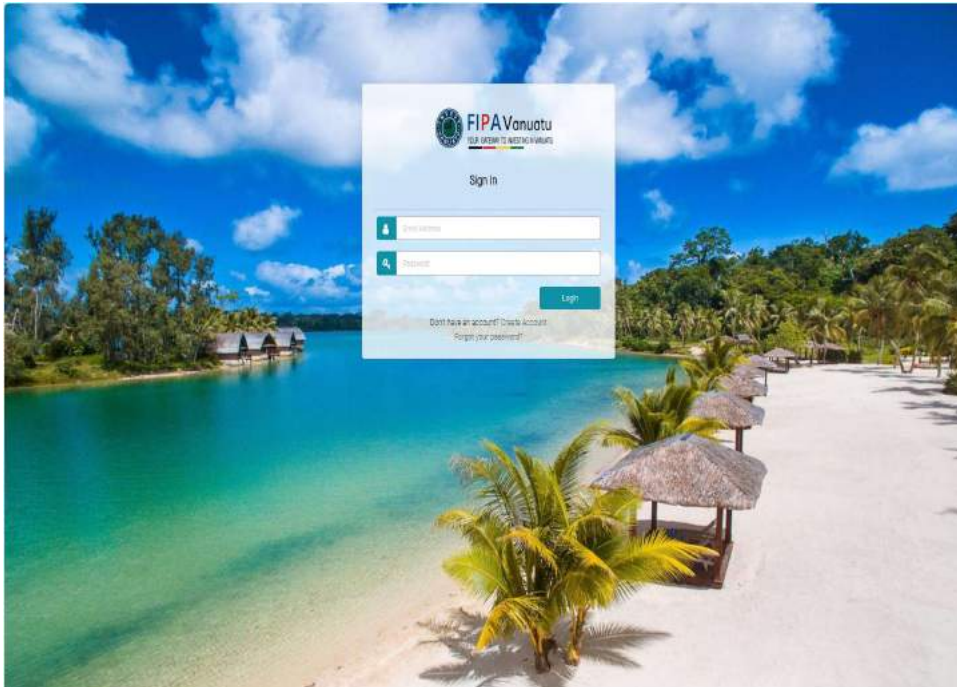




VANUATU FOREIGN INVESTMENT PROMOTION AGENCY



VFIPA ONLINE PORTAL USER GUIDE: USING THE VFIPA MANAGEMENT INFORMATION SYSTEM (MIS)

Welcome to VFIPA MIS | Online Registration System!

Thank you for choosing our platform. This user guide is designed to help you navigate through the features and functionalities of the MIS. Whether you are a new investor or an existing investor, this guide will provide you with step-by-step instructions to make the most out of your experience.

Table of Contents

1.	Getting Started: The MIS Registration Process	3
1.1	NEW REGISTRATION	3
	Creating an Account:.....	3
	Logging In:	3
1.2	ALREADY REGISTERED	3
	Navigating the Dashboard:	4
2.	Main Features	4
	Support Ticket	4
	Contact Us with a Question	4
	Make a payment	5
3.	Applications Functionalities	5
	Section1 (Tab1): General Information	5
	Section 2 (Tab 2): Foreign Investor Information.....	5
	Section 3 (Tab 3): Investment Activities	6
	Section 4 (Tab 4): Funding and Other	6
	Section 5 (Tab 5): Declaration.....	7
	Section 6 (Tab 6): Transactions	7
	Section 7 (Tab 7): Letters	7
3.1.	Variation Application:.....	7
	Variation in Ownership:	7
	Variation in Additional Activity	8
3.2	Annual Survey Application.....	8
4.	Troubleshooting	9
	Common Issues and Solutions	9
	Contact Support:	10

1. Getting Started: The MIS Registration Process

The MIS link <https://registry.investvanuatu.vu/> is accessible on the website <https://investvanuatu.vu/>. Firstly, users of the system are divided into two categories: **New Investors** and **Existing Investors**. The VFIPA website offers online registration options for both new and existing clients:

- New Registration (for new investors)
- Already Registered (for existing investors)

1.1 NEW REGISTRATION

Creating an Account: To begin using the VFIPA MIS Online Registration System, you need to create an account.

Follow these simple steps:

1. Visit the VFIPA Website <https://investvanuatu.vu/>.
2. Click on "New Registration"
3. Fill in the required information (name, email address, password, etc...)
4. Verify your email address by clicking on the confirmation link sent to your inbox.
5. Congratulations! Your account has been successfully created.

Logging In: Once you have created your account, logging in is easy:

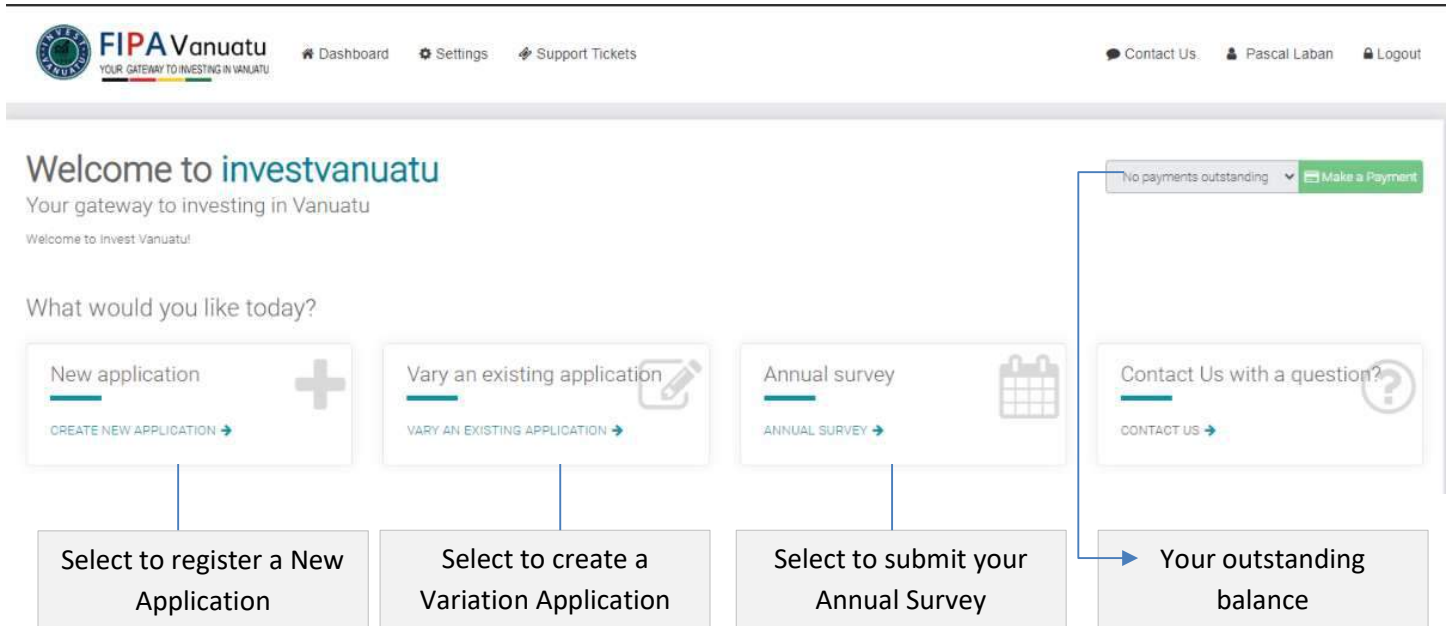
1. Go to the VFIPA MIS link <https://registry.investvanuatu.vu/>
2. On the login page, enter your registered email address and password.
3. Click on the "Log In" button.

1.2 ALREADY REGISTERED

NOTE: If you are certain about your registered email address in the MIS, you can proceed with the registration process. If not, you must inform VFIPA of any changes to the key contact details before continuing with the registration process.

1. Go to the VFIPA MIS link <https://registry.investvanuatu.vu/>
2. Enter your registered email address.
3. Click on "forgot password."
4. Reset your password by clicking on the link sent to your inbox.
5. Enter your registered email address and create a new password.
6. After clicking the "Reset password" button, you will be redirected to the login page.
7. Please re-enter your registered email address along with your new password.

Navigating the Dashboard: After logging in, you will be directed to the dashboard as shown below. Here you can access various features and functionalities of MIS Online Registration System.



- **Dashboard Bar:** Located at the top left of the page, the dashboard bar contains shortcuts to different sections of the platform.
- **Setting:** Located at the top left of the page, it allows you to make any changes to your account.
- **Sidebar:** On the right side of the dashboard, you will find a sidebar with "logout" and "contact us" buttons.

2. Main Features

Support Ticket: Situated at the top left of the page, this feature on the customer's dashboard enables real-time communication with support teams. The Support Ticket is used for reporting issues, sending queries, or facilitating any communication between clients and the support team.

- ⇒ Click the support ticket to view the incoming notifications.
- ⇒ Click on "[Create a Ticket](#)" to reach out to the support team with your message.

Contact Us with a Question: Located at the bottom right of the page, the "[Contact Us with a Question](#)" feature is a common functionality on websites and online platforms designed to facilitate direct communication between users and the support team.

- ⇒ Click "[Contact Us with a Question](#)"
- ⇒ Fill in the form to create a new ticket.
- ⇒ Click on "[Create Ticket](#)" to send your message.

Make a payment: Highlighted in green and located on the right side of the dashboard, the “[Make a Payment](#)” option on a client dashboard shows unpaid or outstanding application fees submitted directly through the platform. The payment option is only available for submitted applications.

- Payment methods include:
 - ⇒ Credit/Debit Cards
 - ⇒ Direct bank transfer

3. Applications Functionalities

1. New Application: New or existing investors seeking to start a new business must complete a new application form and attach all necessary supporting documents. The attached documents must be current and updated. These include:

- VFSC certificate
- Copy of the investor’s police clearance (valid for 1 year)
- Copy of the investor’s passport
- Copy of Business Plan using the VFIPA Business Plan Template

To begin, click on the “[New Application](#)” option and then “[Start Application.](#)” Five sections (5) or tabs must be completed to successfully submit your application.

Section1 (Tab1): General Information

Fill in all the required information and upload the VFSC certificate.

- *Name of proposed Business Enterprise/Entity*
- *The intended location of the business in Vanuatu*
- *Type of Business Enterprise/Entity*
- *Copy of your VFSC Certificate*
- *Postal Address for key contact person (responsible for all business correspondence)*
- *Foreign investor address and contact for business service in Vanuatu:*

Section 2 (Tab 2): Foreign Investor Information

Choose the type of investor, whether it is an individual or an organization. Complete all the necessary information and attach the required documents.

❖ **Investor as Person**

- *First Name*
- *Last Name*
- *Nationality ([Select countries from the dropdown](#))*
- *Ownership/Beneficiary (%) ([Percentage share must be a total of 100%](#))*
- *Phone*
- *Email*
- *Police Clearance ([“Click to browse” to attach a copy of police Clearance](#))*

- *Identification Type (Select Identification option either passport or Vanuatu National Identity Card)*
- *Passport/Identity Card Country (Select Passport issued country)*
- *Passport/Identity Card Number (Input passport number)*
- *Issued Date*
- *Expiry Date*
- *Please load a photo of your Passport/Identity Card*
- ❖ **Investor as Organization**
 - *Organization Name*
 - *Date of Registration*
Registration Country (Select countries from the dropdown)
 - *Ownership/Beneficiary*
 - *Company Registration Number*
 - *Please upload your organization's certificate of incorporation*
 - *Agent/Contact Name*
 - *Phone*
 - *Email*
 - *Postal Address*
 - *Postal Address Country (Select countries from the dropdown)*

Click "[Add another investor](#)" to include an additional investor if the company has more than one investor.

NOTE: If incorrect information is mistakenly entered, ensure to click "[Update Investor](#)" to save any changes made to existing records.

Section 3 (Tab 3): Investment Activities

Please identify all the business activities you intend to operate by choosing the appropriate categories from the dropdown menu.

- Click "[Add Another Business Activity](#)" to include additional activities if the company engages in more than one.
- Choose the "[main activity](#)" from your list of business activities.
- Briefly Describe the nature of your business proposal/activity.
- Upload your business plan.

Section 4 (Tab 4): Funding and Other

- Enter the proposed total of investment amount.
- Specify the source of funds for the investment, whether it is equity or a loan.
- Provide the proposed employment level.

Section 5 (Tab 5): Declaration

Kindly indicate under the column "[Confirmed](#)" by ticking the relevant documents that need to be attached when completing the form. Failure to do so will delay the registration process of your application.

- *Completed Application Form and signed statutory declaration.*
 - *Copy of the VFSC registration certificate*
 - *Photocopy of police clearance(s) for each investor*
 - *Photocopy(s) of passport ID pages for each investor.*
 - *Photocopy of Company or other Extract for each foreign investor entity (if applicable)
Photocopy of Photo ID of F.I. Representative in Vanuatu and/or Directors if physical person or Company Extract or similar if body corporate*
 - *Notification Form from existing Investor to VFIPA of the intention to transfer all the Investment Activities (if applicable)*
 - *Preliminary Environmental Impact Assessment (EIA) report for investments with potential environmental impacts (if applicable)*
 - *Photocopy of Partnership or Support documents for investment projects comprising partnership with the Government (if applicable and available)*
- ⇒ Click on "[Submit Application](#)" to submit your application.

Section 6 (Tab 6): Transactions

On the left side of this tab, you can download or print the invoice or receipt of the payment. Additionally, highlighted in blue, you can download or print your "[Statement](#)."

Section 7 (Tab 7): Letters

On this tab, you can view your letters by clicking "Download" on the left side of the page.

3.1. Variation Application:

Existing investors who wish to apply for an expansion by adding a new investor into the business or incorporating a new related business activity must complete a variation form. These two types of variation include **Variation in Ownership & Variation in Additional Activity**.

To start, click on "[Vary an Existing Application](#)" option and then "[Start Variation](#)."

Variation in Ownership: Ownership variation can be classified into two types: **individual investors** and **organizational investors**.

If no changes are made in the key contact details tab (Tab 1), simply click on "[Save & Next](#)" to proceed to the next tab for the two variations. In this scenario, only the "**Investor**" tab (**Tab 2**) will have changes. For the other tabs, just click "[Save & Next](#)" until you submit your application.

⇒ Click "[Add Another Investor](#)" to include an additional investor in the business.

Choose the type of investor, whether it is an individual or an organization. Complete all the necessary information and attach the required documents.

⇒ Click "[Remove Investor](#)" to remove existing records.

NOTE: After making any changes to existing records, always click "[Update Investor](#)" to save the updated information.

Variation in Additional Activity: In this case, the changes are only made in the "[Investment Activities](#)" tab (tab 3). For the remaining tabs, continue clicking "[Save & Next](#)" until you submit your application.

⇒ Click "[Add Another Business Activity](#)" to include the additional business activity.

⇒ Briefly Describe the nature of your business proposal/activity

⇒ Upload a summary of your new intended business activity.

⇒ Click "[Remove Activity](#)" to remove the existing activity.

3.2 Annual Survey Application: According to Section 33 of the Vanuatu Foreign Investment Act: "A foreign investor who carries on an investment activity must by 28 February in each year complete an annual survey in the prescribed form, relating to the carrying out of the investment activity in Vanuatu in the preceding calendar year.

"Therefore, the Annual Survey application is made available on the client's dashboard at the beginning of January each year.

To start, click on the "[Annual Survey](#)" option and then "[Start Survey](#)."

⇒ Fill in all the required information and attach all the necessary supporting documents.

- *Tell us exactly where you are in implementing your investment proposal*
- *For the period ending*
- *Annual Turnover*
- *Actual investment*
- *Total Level of Actual Employment (Foreign Workers, Citizen Workers, Number of Citizen Workers who are Females)*
- *If you have been unable to attain the required minimum threshold level, please explain the reasons why you were unsuccessful, and what steps you are taking to address the problem.*
- *Difficulties Negatively Affecting Investment Implementation: Please describe any problems you have encountered over the past 12 months that are (I) holding up the implementation of your investment, or (II) making it difficult to operate your business.*
- *Expansion Plans: Please describe any expansion plans you have for the coming 12 months including approximate timing of the new investment, nature of the proposed activity/activities, and their approximate value.*

- *Plans to wind down or divest your investment: If you are winding down/divesting an existing investment or intend to divest completely, please identify when this is expected to occur, the reasons behind your decision and their approximate value.*
- *Attach all current and updated supporting documents.*
 - Copy of your last 12 months VAT returns
 - Copy of your existing business license
 - Copy of your VFSC registration certificate
 - Copy of your VNPF List of Active Employees

Note: If the business is not yet operational or fully implemented as planned, please provide an explanatory note detailing the situation. This note will be uploaded in place of the requested documents.

⇒ Click on "[Submit Survey](#)" to submit your application.

4. Troubleshooting

Common Issues and Solutions

Since clients began using the system, several common issues have been observed.

1. Login Issues:

- **Issue:** Unable to log in to the system.

Solutions:

- Ensure the username and password are entered correctly.
- Ensure you log in using the registered email address in the system.
- Check if the Caps Lock key is on if the password includes both uppercase and lowercase letters.
- If you forgot your password, use the "[Forgot Password](#)" link to reset it.

2. System Performance Issues:

- **Issue:** The system is running slowly.

Solution:

- Close unnecessary applications and browser tabs.
- Check your internet connection.
- Click the refresh button in your browser's toolbar.

3. Issues with Online Access:

- **Issue:** No online access

Solutions:

- Please inform the VFIPA team of any changes to the key contact details. The support team will provide online access to the new email address.
- After submitting a variation, please inform the support team if you notice that you no longer have online access.

4. Outstanding and Overpayment balance:

- **Issue:** Client accounts have outstanding balances and credits

Solutions:

- Make sure to check your account balance on your dashboard before making any payment.
- Payment must be made on the date of the application submission.
- Please verify with the VFIPA team if you see any credit balance on your account before making a payment to avoid overpayment.

5. Problems with Submitting Incorrect Applications:

- **Issue:** Submitting a wrong application

Solution:

- If you are unsure about the various application forms, please contact our support team, they will help you complete the correct form.
- If you submit an incorrect application, only the support team can help you cancel it. However, you can still cancel the application yourself along the process if you have not clicked the final tab to submit it.

Contact Support:

If you encounter any issues that cannot be resolved using the provided troubleshooting guide, please contact our support team for assistance. We are here to help and ensure you have a smooth experience.

1. Email:

Send us an email at info@investvanuatu.vu with details of the issue you are facing. Please include any relevant screenshots or error messages to help us better understand the problem.

2. Phone:

Please call our landline at 24441 or 24096. Our support team is always available to assist you.

3. Live Chat:

Submit a support ticket through our online portal. Provide as much details as possible about the issue.

We hope this user guide helps you navigate through the MIS effectively. If you have any further questions or need assistance, feel free to reach out to our support team.

Thank you for choosing VFIPA MIS!