V A N U A T U
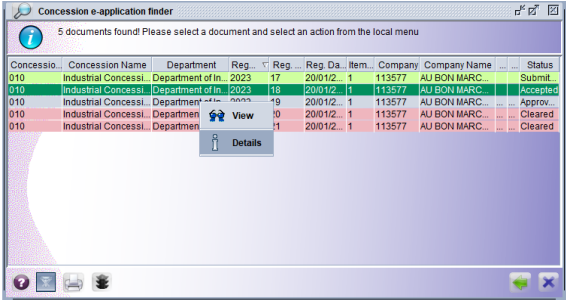## ELECTRONIC SINGLE WINDOW SYSTEM
PROJECT

How to apply for a Concession

Brief instructions for Importers or their Agents (the Applicant)

The following brief instructions are to guide Importers or their Agents to apply for a concession, in the Vanuatu electronic Single Window (VeSW) system.

Note:

i. Please refer to the relevant Flowcharts 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 at ASYCUDA→References.

v. To know the name of a field or button, place the mouse over it to see its name.

vi. Recommended to type in CAPS-LOCK.

vii. Press the "tab" key on the keyboard to efficiently navigate through the fields of the application.

viii. To locate a submitted application, go Single Window→Concession→*<Right click>*Concession e-application→Finder. From the Finder use relevant criteria to find the interested application and click on the 'Search' icon 🔍 to display the result of the search.

ix. Details of the processes applied to any VeSW e-documents and the different versions of the e-doc can be seen by right clicking on an e-doc and selecting 'Details', example:

x. Any e-documents can be viewed by right clicking on it and selecting 'View'.

xi. The different tabs of an e-document can be printed by clicking on the 'Screen Shot printout' icon: 🖼

Process:

A. <u>New Applications</u>
1. Ensure that all relevant information, including required documentation, are available prior to submitting the application in the VeSW system.
2. Go to Single Window→Concession→*<Right click>*Concession e-application →New:
3. Complete the "General Information" tab of the application. Taking note of the following:
   - Capture all mandatory fields
   - Select the concession code from the drop-down menu
   - Add the HS code, the description of the goods and the quantity, then click on the 'Add Item' icon: 📄
   - Repeat this for all Commodities to be applied for in the application.
   - To modify or remove an item, right click on it and select accordingly:

No	Product Code	Description		Cylinders/units	Refrigerant	Weight	Total Kg
1	HCFC-123	R-123	Delete Item / Modify	5	R-123	22	110.0

   - Attach required documents, by going to the "Scanned Documents" box 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.[1]
     ii. Once attached, select the attachment and click on the upload icon: ⬆
     iii. Repeat this for all required attachments to be attached to the application.
4. Once complete, 'Verify the document' by clicking on this icon: 👁
5. If no errors are detected (or after any errors are corrected) submit the application by clicking on the 'Direct Submit' icon: ✅
6. The system will generate a registration number, which is unique per year and per concession.
7. Once the application is approved by the authorised agency, the Concession Approval letter can be printed from the system by finding it, view it and clicking on the 'Print' icon: 🖨

B. <u>Queried Applications</u>
Should the agency responsible queries the application, the Applicant needs to consult the application, address the requirements and resubmit the application accordingly.
1. Locate the application in the system, right click on it and select "Retrieve".
2. Amend the application as required.
3. Save the modification by clicking on the 'Modify Stored' ✔.
4. To resubmit the application, locate the application in the system, right click on it and select "Submit Application" and click on the icon ✅

■ End

---

[1] It is recommended to keep file sizes to a minimal; large files will be rejected by the system.