



Document Courier Pickup and Passback – Domestic (within Indonesia only)

The information provided in this document is especially for visa applicants who wish for PT VFS Services Indonesia (hereinafter referred to as VFS) to pick up and return their processed documents via courier from and to the applicants' preferred address in Indonesia.

VFS thank you for making sure that the below steps are properly followed:

1. Fill out the checklist provided on the trailing page below.
2. The checklist is a guide to preparing visa application package. It must be filled out, signed, and attached to the package.
3. To be provided:
visa form(s), original passport(s) or the certified copies, recommended supporting documents and paid mandatory fees.
Please note that additional covering attached to the passport would need to be removed. There should not be any plastic, leather, fabric, or any other material covering the outer part of the passport.
4. To make sure that you have provided the correct form, supporting documents and payment, please follow the instructions provided on our website, under the menu: "[Visa Types](#)".
5. The package is considered ready for the courier pickup service when all of the mentioned items have been accounted for.
Once ready, you are required to send an email confirmation with a title "Domestic 2 Way Courier Service Confirmation for {Main Applicant's name}" to info.nzid@vfshelpline.com
The confirmation email states that you wish for your visa application to be picked up.
Please provide the complete address, name of the applicants, passport numbers, contact numbers (preferably more than 1 option) and the below checklist along with the scanned copy of the evidence of payments attached to the email.

Due to the high call volume through our Helpline (Call Centre), VFS highly recommends you to contact VFS via e-mail.

VFS advises you not to send the confirmation email if the forms and documents are not yet ready for the pickup. VFS would appreciate it if you send the email to VFS only after you have completed the required documents and payment. This would help VFS to avoid unnecessary delays in the process.

If you need to cancel or postpone your pickup request after the confirmation email has been sent, please send VFS a notification via email immediately.

6. Kindly be informed that there are bank fees charged by the bank for your transaction:
Issuing Bank (for domestic and international transaction):
A certain amount of bank fee might be charged for your outward transfer. Kindly check your bank to get the accurate information on this fee.



Recipient Bank (for international transaction):

Based on the bank regulation, a fee of IDR 50,000 per transaction charged for inward international transfer at the recipient bank. This bank charge is over and above the visa processing fee. Kindly add the amount to the total fees to be transferred to VFS.

7. These bank fees where applicable are over and above the total visa application process fee.
8. The grand total of fees for visa, VFS Logistic, international bank transfer and other optional value added services opted may be combined and paid at once, in IDR only.
9. If you would like to complete the payment from outside of Indonesia, please be informed that there would be a difference in the daily exchange rate, therefore kindly ask your bank to make sure that the payment would reach VFS official account in the full amount in IDR.
10. Kindly be advised that a shortage in payment will cause a delay in the visa processing time.
11. In general, domestic bank transfer between different banks and international bank transfer would take around 1 to 5 working days to be successfully completed.
12. Bank transfer is addressed to:

PT VFS SERVICES INDONESIA
STANDARD CHARTERED BANK, SUDIRMAN, JAKARTA
306-0897993-4
Bank Code: 050
Currency: IDR

Should you/your sponsor/immigration advisor would like to complete the payment from outside of Indonesia (international transaction), you would be required to provide a SWIFT code: SCBLIDJX.

It is very important that the details above are captured accurately. Inaccurate bank details, no matter how small, will result in your transaction being rejected by the recipient Bank and returned to you.

13. To complete the transaction, you may be requested by the bank to provide the beneficiary's address. Below are the details for your reference:

PT VFS SERVICES INDONESIA
NEW ZEALAND VISA APPLICATION CENTRE
Kuningan City Mall 2nd Fl No. L2-19
Jl. Prof. Dr. Satrio Lot 18
Kuningan – Setiabudi
Jakarta 12940, Indonesia

14. When filling out the transfer slip/form, kindly write down your name and passport number in the remark column; this will help VFS in tracking the payment.
15. In general, payment which is made by international banking transaction would reach VFS official account within 1 to 5 working days.
16. Once you have completed the transaction, attach the copy of transfer receipt to your visa application.



17. Kindly make sure that the form(s) are filled out properly and signed in the correct box, and that the documents are completed, ready for the pickup. VFS requests for your kind cooperation in making sure that your contact number(s) are available should the courier needs to contact you for a confirmation prior to the document pickup.
18. Documents will be picked up by courier in minimum by 1 (one) working day after the date of your confirmation to VFS.
19. You do not need to hand over the documents in person to the courier; you may point your own trusted representative to do so.
Please note that the necessary payment should only be remitted directly to VFS official account; you do not need to make any payment to the courier who comes to pick up your documents.
20. You or your representative is required to fill out an Air Way Bill (AWB) provided by the courier. Address your package to NZVAC with the following details:

PT VFS SERVICES INDONESIA
NEW ZEALAND VISA APPLICATION CENTRE
Kuningan City Mall 2nd Fl No. L2-19
Jl. Prof. Dr. Satrio Lot 18
Kuningan – Setiabudi
Jakarta 12940, Indonesia
21. Once the complete document and payment have been received, VFS will process the application and inform you on the same via email.
22. Kindly be advised that paid fees for VFS logistic, courier pickup and pass back, and any other optional service fees are considered as a confirmed transaction once the applications have entered the visa processing stage. These paid fees are non-refundable if the visa application is refused, withdrawn, and or if the optional service(s) are cancelled by the applicant.




2. Payment:

No.	Fee Category	Amount (IDR only)	Quantity	Total Payment (IDR only)
1.	Processing Fees (Visa Fees + Immigration Levy) Please visit : https://www.immigration.govt.nz			
2.	Logistic Fees (mandatory, choose one of the provided rates as per the visa category applied for)	a) IDR 267,500 per application for : Regular visa application b) IDR 200,500 per application for : Immigration Online Application		
3.	Domestic Pick Up (choose one of the provided rates as per the pick up address)	a) IDR 50,000 per application (Sumatra, Java, Bali) b) IDR 100,000 per application (Kalimantan, Sulawesi) c) IDR 150,000 per application (Papua, Ambon, Nusa Tenggara)		
4.	Domestic Pass Back (choose one of the provided rates as per the pass back address)	d) IDR 50,000 per application (Sumatra, Java, Bali) e) IDR 100,000 per application (Kalimantan, Sulawesi) f) IDR 150,000 per application (Papua, Ambon, Nusa Tenggara)		



4. Processed documents will be returned to the following address
(please provide a complete return address, name and contact number including email address):

Once the visa application has been finalized by Immigration New Zealand, VFS will courier the documents to the address mentioned above. Should you need to revise the address, please contact VFS via email at the soonest: info.nzid@vfshelpline.com

VFS will not be held responsible for lost documents should the Applicant gives an incomplete and or incorrect returning address; and or if the change of the returning address was not informed to VFS in a timely manner.

Terms and Conditions:

- Please read [VFS Disclaimer](#) before you opt for this service
- VFS will only process the visa application when the full payment has been completed
- Kindly attached this checklist to your application
- Expected delivery time varies depending on the location
- Your visa application will be collected by the courier in minimum by 1 (one) working day after you pickup request confirmation has been received by VFS
- The courier will give an Airway Bill (AWB) for you to fill out. Kindly address your package to:

PT VFS SERVICES INDONESIA
NEW ZEALAND VISA APPLICATION CENTRE
Kuningan City Mall 2nd Fl No. L2-19
Jl. Prof. Dr. Satrio Lot 18
Kuningan – Setiabudi
Jakarta 12940, Indonesia

By signing on the dotted line, you are agreeing to the terms and conditions explained above.

Acknowledged by,

(.....)
Name and Date