

## Step 1:

Before applying through VFS Visa Processing S.A. (Pty) Ltd (hereinafter referred to as “VFS Global”), please ensure that you know exactly which visa or permit you would like to apply for and make sure that you have all the relevant documentation available. For a guide to visa and permit categories available, please visit the Department of Home Affairs (hereinafter "Home Affairs") website as well as the services page (<http://www.vfsglobal.com/dha/southafrica/Services.html>) for further information.

In applying for a visa or permit (online) on the VFS Global website, you must follow the steps set out below.

### NOTICE

VFS Global will only accept “COMPLETE” applications for temporary residence visas, permanent residence permits, waivers, exemptions, proof and verification of permanent residence permits and proof and verification of exemptions as instructed by, and as per the requirements of, the Department of Home Affairs). Please be advised that this is in line with regulation 9(1) of the Immigration Regulations and the Immigration Act, 2002, which provide, amongst other things, that visas to stay temporarily in the Republic of South Africa must be submitted with ALL supporting documentation.

1. You must complete the correct online application form.
2. After completing the online application form, you must pay the VFS Global service fee of R1350 via debit / credit card or cash deposit in order to schedule an appointment at the VFS Global Visa and Permit Facilitation Centre (“VFS Global Centre”). In respect of all applications lodged at the DHA Premium Visa & Permit Services Centre for its Corporate Clients, a mandatory VFS Global service fee of R2500 will be levied in order to schedule an appointment.
3. Only once the payment has been received can you download the completed online application form and the required documentation checklist.
4. You must ensure that you have all the required documentation as per the documentation checklist.
5. You must visit the VFS Global Centre on your scheduled appointment date, at the scheduled time.

**HOW TO SCHEDULE AN APPOINTMENT** – please read the information below carefully prior to scheduling an appointment.

**Note** – You are requested to ensure all relevant documentation is readily available prior to completing the online application form and scheduling an appointment. This can be done by visiting the services (<http://www.vfsglobal.com/dha/southafrica/Services.html>) page on the website for the list of required documentation.

Once all documentation is available, you may complete the online application form [http://www.vfsglobal.com/dha/southafrica/Complete\\_online\\_form.html](http://www.vfsglobal.com/dha/southafrica/Complete_online_form.html). You will be required to pay a minimum amount of R1350 or R2500 where applicable (the cost of the VFS Global service fee) in order to secure and schedule your appointment online, although it is

recommended that both the VFS Global service fee and the visa fee, where applicable, are paid in full when scheduling your appointment online. However, if you elect to only pay the VFS Global service fee upfront, you may pay the outstanding visa fees by credit / debit card at the VFS Global Centre or pay into the VFS Global bank account with Standard Bank using the banking details provided. Please note that no payments can be made in cash at the VFS Global Centre.

Payment can be made in two ways:

- Online payment via debit / credit card through the secure online portal;
- Payment at Standard Bank by downloading and completing the electronically generated bank receipt and depositing the cash into the nearest Standard Bank branch. If you pay using Standard Bank, you will need to wait 3 working days to allow the payment to be processed, after which you must re-visit your online application form <https://www.vfsvisaonline.com/dhafosonlinevaf/login.aspx> to schedule your appointment.

### **Rescheduling an appointment:**

Once your appointment has been confirmed, you are allowed to reschedule your appointment up to a maximum of two times.

Rescheduling is allowed up to and on the day of your scheduled date of appointment. For example, if your appointment is for 3 January 2015, the appointment can be rescheduled 3 January 2015.

To reschedule, use the Reschedule link when logging into your online application <https://www.vfsvisaonline.com/dhafosonlinevaf/login.aspx>

### **No shows or cancellations**

Except in the case of your death or hospitalisation, cancelling or no shows (failing to arrive at a scheduled appointment) will result in you forfeiting (losing) R850 per person, which will be deducted from the VFS service fee of R1350. In respect of all applications for the DHA Premium Visa & Permit Services Centre for its Corporate Clients failure to arrive at a scheduled appointment will result in you forfeiting (losing) R850 per person, which will be deducted from the VFS Global service fee of R2500.

There will be no fee charged if you are unable to honour the appointment due to your death or hospitalisation.

### **Step 2:**

On the day of your appointment, you should arrive at the VFS Global Centre 15 minutes before your appointment. Bring your appointment letter, all required documentation and a valid passport or travel document.

When you arrive at the VFS Global Centre you must collect a token and wait until your token is called. Once the VFS Global's staff confirms your application is in order and that your payment has been received, you will be issued with a receipt. Please keep your receipt safe as you will need it to collect your decision regarding your application.

**Important note:** You will not be able to submit further documentation once your application has been submitted to the VFS Global Centre. The documentation you submitted at the time of

your application is the only documentation that will be considered for purposes of your application.

**Step 3:**

You must give your fingerprints and have your photograph taken at the VFS Global Centre. This includes a digital finger scan (all 10 digits) and a digital photograph. The finger scan procedure uses an electronic scanner and no ink, liquid or chemical is used. You should ensure that your fingertips are free from any forms of decoration (for example henna), cuts, abrasions or other markings as these may affect your ability to provide acceptable finger scans.

Your digital photograph must be taken of your full face and without sunglasses or tinted spectacles, or head covering unless it is worn for religious or medical reasons. Your face should be clearly visible with no hair across the eyes. Your application cannot be processed if you do not submit your biometric information. All children and infants will also provide their biometric data (as required by Home Affairs).

**Step 4:**

You may choose whether you would prefer to collect your -decision in person at the VFS Global Centre or whether a representative will collect the decision on your behalf.

Your original passport is required to collect the decision. If the original passport is not available at the time of collection, VFS Global will not handover the decision to you or your representative.

A representative must produce an authorization letter containing your name and passport number, as well as the name and identification number of your representative. The representative must bring a copy of his or her identification documentation along with authority letter as well as the original passport of the applicant used at the time of submission. The authority letter and copy of identification documentation will be retained by VFS Global.