

MEDIA INFORMATION

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VFS Global's new Indonesia e-Visa on Arrival official platform goes live for 97 nationalities

*Travellers applying through this platform can now **skip the immigration queue** at all international airports and sea ports including **Bali and Jakarta***

- *Dedicated website <https://indonesiavoa.vfsevisa.id/> to complete the Indonesia e-VoA application*
- *Simple to use end-to-end online platform accessible from desktop and mobile*
- *Significant reduction in wait times at immigration upon arrival in Indonesia*
- *Group booking facility for travel agents and tour operators making it a valuable solution for travel & holiday facilitators*

VFS Global, the world's largest outsourcing and technology services specialist for governments and diplomatic missions, has launched its new user-friendly and efficient online platform to make Indonesia's Electronic Visa on Arrival (e-VoA) application process seamless for travellers, promote inbound tourism, and enhance overall customer experience. The platform is in line with Indonesian government's ongoing efforts to enhance its tourism infrastructure and services to welcome 14 million visitors in 2025.

VFS Global's new e-VoA platform, is available for nationals of all the 97 countries eligible for e-VoA. Travellers can now enjoy a quicker and smoother visa application journey through VFS Global by completing the entire process online and receiving a pre-approved e-VoA before departure.

Jiten Vyas, Chief Commercial Officer and Head of Business Development, VFS Global, said, "As a company, we are constantly working towards innovations which provide a seamless visa application submission experience to our customers. The launch of this innovative, secure, and user-friendly digital e-Visa on Arrival platform for Indonesia will undoubtedly streamline the visa application process, making it faster, easier, and more convenient. With Indonesia being a globally sought-after destination, we are honoured to assist visitors from 97 countries by facilitating their entry into this incredible country through this platform."

Here are the four simple steps to apply for Indonesia e-VoA:

- 1) Visit <https://indonesiavoa.vfsevisa.id/>
- 2) Submit all the required documents
- 3) Pay the necessary fees
- 4) Receive a pre-approved e-VoA on email before departure

With the payment having been made online, travellers can enjoy a smoother and faster entry experience through E-gates or immigration counters.

VFS Global's new e-VoA platform will ensure all the documents applicants submit are complete and error-free. It also offers OCR technology which will enable applicant details to be auto populated, thereby saving time and effort for applicants. The new platform will also provide group booking facility which could be beneficials for travel trade and conventions.

Travellers applying for Indonesia e-VoA via VFS Global will get a dedicated email and live support in seven languages - English, Mandarin, Japanese, Korean, Arabic, German, and French – to help them with their queries. VFS Global will add more language support in due course of time for key markets.

Additionally, VFS Global has established dedicated Indonesia tourism promotion kiosks at its offices in Dubai, Mumbai, and Shanghai, with plans to open another in Australia soon. Through its extensive network of offices, VFS Global aims to promote Indonesia in key markets such as India, China, Australia, Korea, Japan, and the Middle East.

About VFS Global

As the world's leading outsourcing and technology service specialist, VFS Global embraces technological innovation including Generative AI to support governments and diplomatic missions worldwide. The company manages non-judgmental and administrative tasks related to applications for visa, passport, and consular services for its client governments, increasing productivity and enabling them to focus entirely on the critical task of assessment.

With a responsible approach to technology development, adoption and integration, the company prioritizes ethical practices and sustainability while serving as the trusted partner to 69 client governments. Operating over 3,400 Application Centres in 152 countries, VFS Global has efficiently processed more than 303 million applications since 2001.

Headquartered in Zurich and Dubai and majority owned through investment funds managed by Blackstone Inc, along with the Swiss-based Kuoni and Hugentobler Foundation and EQT, VFS Global is committed to creating value for all stakeholders and leading in responsible, innovative solutions making government services more effective and efficient.

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