

## New Zealand Visa application process

Please note: Visa information is up to date at time of publishing, but subject to change at any time. Please consult the relevant authorities website for the most up dated information.

Date of issue: 29 August 2018

\*\*\*\*\*

**Please note:** we are not a licensed New Zealand Immigration advisor – We are unable to do the visa application on your behalf and are unable to give advice beyond the information that exists on the immigration website. For any further information please visit: [www.iaa.govt.nz](http://www.iaa.govt.nz)

All visa applications can be made at the New Zealand Visa Application Centre (VAC) at VFS Global  
Tel: 012 425 3004

**Please note:** VFS staff are unable to offer immigration advice, for queries and assistance with the type of application to apply for, including following up on a current application, please call the Immigration New Zealand 24-hr contact centre on +64 9 914 4100

All applicants who wish to submit their application in person are required to book an appointment to be able to lodge their application at the New Zealand Visa Application.

The fastest, easiest option is, if the traveller applies directly online for an eVisa at  
<https://www.immigration.govt.nz/new-zealand-visas/options/visit>

**All application forms:** [www.immigration.govt.nz/migrant/general/formsandfees/formsandguides/](http://www.immigration.govt.nz/migrant/general/formsandfees/formsandguides/)

An eVisa can be applied for online through the New Zealand Immigration website under the 'Apply for a visa' tab. Applicants are then required to create a RealMe account, fill in the application form and print the last page. Applicants are still required to provide their passport to the Visa Application Centre (VAC) as part of their application. You will see from the confirmation page whether or not your passport is required. Currently, only visa waiver nationals do not need to submit their passports. A R480 passport handling fee will be charged for the service.

All applications are now issued with an e-visa if approved. You will receive an email or a notification via your online account.

Travellers can also download and print a form from the Immigration New Zealand website, fill it in and schedule an appointment with VFS Global to process the application. VFS requires paper applications from applicants to submit their passport and will charge VAC service fee.



VAC staff do not in any way influence the outcome of the visa application process. The decision to approve or decline a visa application can only be made by an Immigration New Zealand officer. INZ processes all applications lodged at the VAC.

**How To Apply:**

Applicants are requested to read the following steps carefully before submitting their application at the New Zealand Visa Application Centre in Pretoria.

**Counter Application:**

To avoid delays please ensure you read the following steps carefully:

**Step 1:** Make a clear copy of all original documents, and two (2) clear copies of the passport photo page

**Step 2:** Complete the visa application form and document checklist. You can download the application form and the checklists. Please ensure that you have the correct visa fee.

**Step 3:** Please refer to the "important News and Notices" section on the right side of this page for any relevant updated information or notices before applying.

**Step 4:** Pay your Visa fee and VFS Service fees of ZAR560 per application as well as any additional Value Added Services such as Courier Returns or SMS Tracking (refer to Additional Services (which is only available within South Africa) using the following modes of payments:

Payment in person at the VAC through a credit/debit card / Off-line Credit/Cheque Card: if you are unable to come to the VAC in person, you may provide them with your Credit/Debit Card details (Only MasterCard and Visa accepted) by means of an authorization letter to be completed and either presented by your authorized representative or emailed to [info.nzza@vfshelpline.com](mailto:info.nzza@vfshelpline.com)

For Cash deposit into bank account: applicants must provide their Passport Number, Name and Contact Telephone Number as reference details.

Banking Details:

Bank Name: Nedbank  
Account Name: VFS Visa Processing (SA) (Pty) Ltd  
Branch Name: Sandton  
Account Number: 1049-567730  
Branch Code: 198765  
Account Type: Current

For Funds Transfer (Internet Transfer or through your local bank): into the below account:

Banking Details:

Bank Name: Standard Chartered Bank  
Account Name: VFS Visa Processing (SA) (Pty) Ltd - New Zealand Online ZAR  
Branch Name: Sandton  
Account Number: 00188050512  
Branch Code: 730020  
Account Type: Current



Swift Code: SCBLZAJJ

Applicants must provide their Passport Number, Name and Contact Telephone Number as reference details.

**Step 5:** If you wish to have a friend or relative collect your documents on your behalf, please note that the VAC will require an authorization letter from yourself outlining the details of the person you have nominated. On collection, the nominated person must produce evidence of identification.

If you would like to have your passport and documents delivered back to your South African address, please inform the officer when you submit your application. An additional courier fee of ZAR 150 per application will be charged. This service is not available to applicants residing outside South Africa.

Postal Applications:

To avoid delays please ensure you follow the same steps 1 - 3 and the banking details as above.

Please note: that this mode of payment requires an additional Bank Administration Fee of ZAR 200 and would need to be included in your total amount remitted.

Note: All paper applications pay a VFS service fee of R590 per application, all Online applications pay a VFS service fee of R505 per application.

Kindly refer to the below Example of total fees to be using the Funds Transfer option for a single application

Description	:	Amount
Visa Fee - Visitor	:	ZAR1748
Bank Admin Fee	:	ZAR 200 (Foreign accounts only have to pay this additional fee)
VFS Service Fee	:	ZAR 590
Total Fee to be Remitted:		ZAR 2538

**Step 4:** Make sure when you pack your application to be sent to the VAC it includes:

- Completed Application Form with signature
- Completed checklist with requested Supporting Documents
- Signed Declaration Form
- The copy of the bank remittance record
- Clear return address for courier delivery when your passport is returned

**Step 5:** Please send an email to [info@nzza@vfshelpline.com](mailto:info@nzza@vfshelpline.com) confirming documents have been sent and include the following:

- The scanned copy of the Airway Bill or the tracking number that you used to post your documents
- The bank remittance record
- Applicants' details, this is so the VAC can check the whereabouts of your application and confirm when it arrives.

**Step 6:** If the postal application is received and payment confirmed before 13:00hrs, the application will be forwarded by the Visa Application Centre to INZ Pretoria Branch on the next working day. If the couriered application is received after 13:00hrs and payment confirmed, then the application will be forwarded to INZ Pretoria Branch on the next working day.

**Step 7:** The checklist will be verified by VAC staff. If there are any documents missing you will be advised by email which documents are missing and this email will be copied to INZ. The application will be forwarded to



INZ and they will either request that you provide the missing documents, or may be returned to you un-assessed.

**Step 8:** An invoice cum receipt (ICR) will be generated by the VAC. The original ICR will be returned to you with your documents once the application is completed. An ICR / your application reference number will be sent to you by email for online tracking.

**Step 9:** If the full visa fee is not remitted VAC will inform you via email with a copy to INZ. VAC will only proceed with your application once they have received the balance of the fee. (Please remember to scan the payment receipt and email to the VAC to inform)

Note: New Zealand VAC takes no responsibility for loss of documents in Courier Transit  
Delay We process applications as soon as we can. Processing times depend on whether you have provided all the documents we need and the type of visa you apply for.

Returning passports urgently - If you need your passport urgently contact the officer processing your application directly. Include your client number or application number, why you need your passport returned and your contact information.

Processing times - Most visa applications are processed within the times given below, but they can take longer in some situations. Applications may take longer to process if we need to check your information or request more information from you.

Times exclude weekends and public holidays.

Days Closed VFS: 01, 02 Jan / 09 Feb / 30 Mar / 02, 27 Apr / 15 Jun / 24 Sep / 24, 25, 26, 27, 28, 31 Dec

Office Hours VFS: 08h00 - 12h30 and 13h30-15h00 Mon to Fri (Submissions) 13h30 - 16h00 Mon to Fri (Passport retrieval)

Call Centre: 08h00 - 12h30 and 13h30 to 17h00 Mon to Fri

Contact Details VFS Global Centre - Pretoria

Telephone No : 012 425 3004

Street Address : Cherry Lane Office Park, 1st Floor, 114 Fehrsen Street, Nieuw Muckleneuk, Brooklyn, Pretoria, 0181

Email Address : [info.nzza@vfshelpline.com](mailto:info.nzza@vfshelpline.com)

Website Address: [www.vfsglobal.com/newzealand/southafrica](http://www.vfsglobal.com/newzealand/southafrica)

\*\*\*\*\*