



## DEPARTMENT OF CUSTOMS AND INLAND REVENUE

### Vanuatu Sales Monitoring System (VSMS)

### Registration - Frequently Asked Questions (FAQ)

#### **Q1. What does it mean to “Register”?**

To register means completing the VSMS registration process (either online through the DCIR VSMS portal or manually at a Tax Office). This ensures that your contact information and business details are correctly recorded, your taxpayer email is established as the official point of contact for receiving the enrolment link, and your details form the basis for enrolment into the VSMS. Once registration is confirmed, you will be notified of your specific enrolment phase

#### **Q2. Who should register?**

All VAT registered Individual and entities

#### **Q3. What information do I need to provide during the registration?**

You will be asked to provide:

- Taxpayer and business details such as (Business name, TIN, an active business license)
- Information for each branch (if applicable)
- Ownership details (name, contact, ID)

#### **Q4. Do I need to provide supporting documents now?**

If available, you should upload or attach documents such as your business license, incorporation certificate, and representative's ID. These may be submitted online or by email to: [vsms@vanuatu.gov.vu](mailto:vsms@vanuatu.gov.vu) or when you submitted the forms manually. It is recommended to attach documents at the time of completing the form.

#### **Q5. Is registering interest mandatory?**

Yes. Registration ensures that you are included on the official list of taxpayers, and that you will receive updates, guidance, and priority when VSMS is rolled out.

#### **Q6. What happens after I register?**

You will receive an acknowledgment of your registration. Your official enrollment into the system will take place during the next phase — the Enrolment Process — following registration.