

DEPARTMENT OF IMMIGRATION

**USER GUIDE FOR
PRE-ARRIVAL INFORMATION
DECLARATION**

Vision & Objectives

- **Proactively receive and process passenger information before entry:** Enables the Immigration Department to collect, standardize, and evaluate passenger information early, before passengers arrive at the border checkpoint.
- **Enhance immigration control efficiency:** Support screening, analysis, and decision-making, contributing to improved accuracy, consistency, and security in immigration management.
- **Reduce congestion at checkpoints and airports:** Shorten immigration processing time, limit congestion, and reduce pressure on control personnel and checkpoint infrastructure.
- **Align with modern management models of developed countries:** Gradually transition to electronic and smart management methods, in line with advanced global immigration management trends.

KEY BENEFITS



Passengers & Nation

- Fast, convenient, and modern immigration experience.
- Build a professional, internationally integrated image of Vietnam.
- Support tourism and investment development



Management Authority

- Proactively evaluate information before passengers arrive
- Improve control efficiency, reduce pressure at checkpoints
- Support early detection of cases requiring attention



Airport

- Shorten processing time
- Effective passenger flow management
- Reduce peak hour congestion

| PROCESS OVERVIEW

01. ACCESS



Website, mobile app,
or airport Kiosk.

02. DECLARE



Enter personal
information, visa, and
travel itinerary.

03. RECEIVE QR CODE



System generates QR
code on screen and
via email.

04. VERIFY

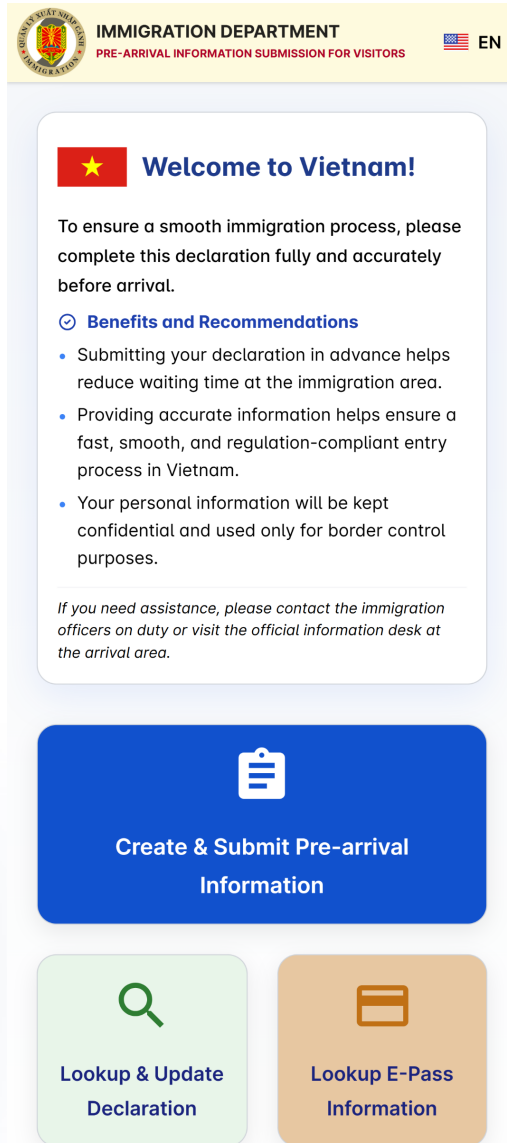


Present the QR code
at the checkpoint to
complete entry.

IMMIGRATION DECLARATION GUIDE

For guests declaring on behalf of passengers

ACCESS & LANGUAGE



Passengers access the Immigration Declaration System (IDS) dashboard via the website.



Multi-Language: Supports Vietnamese, English, Chinese, Japanese, Korean, Russian, French, Spanish, Portuguese, Arabic, Malay, and Tamil...



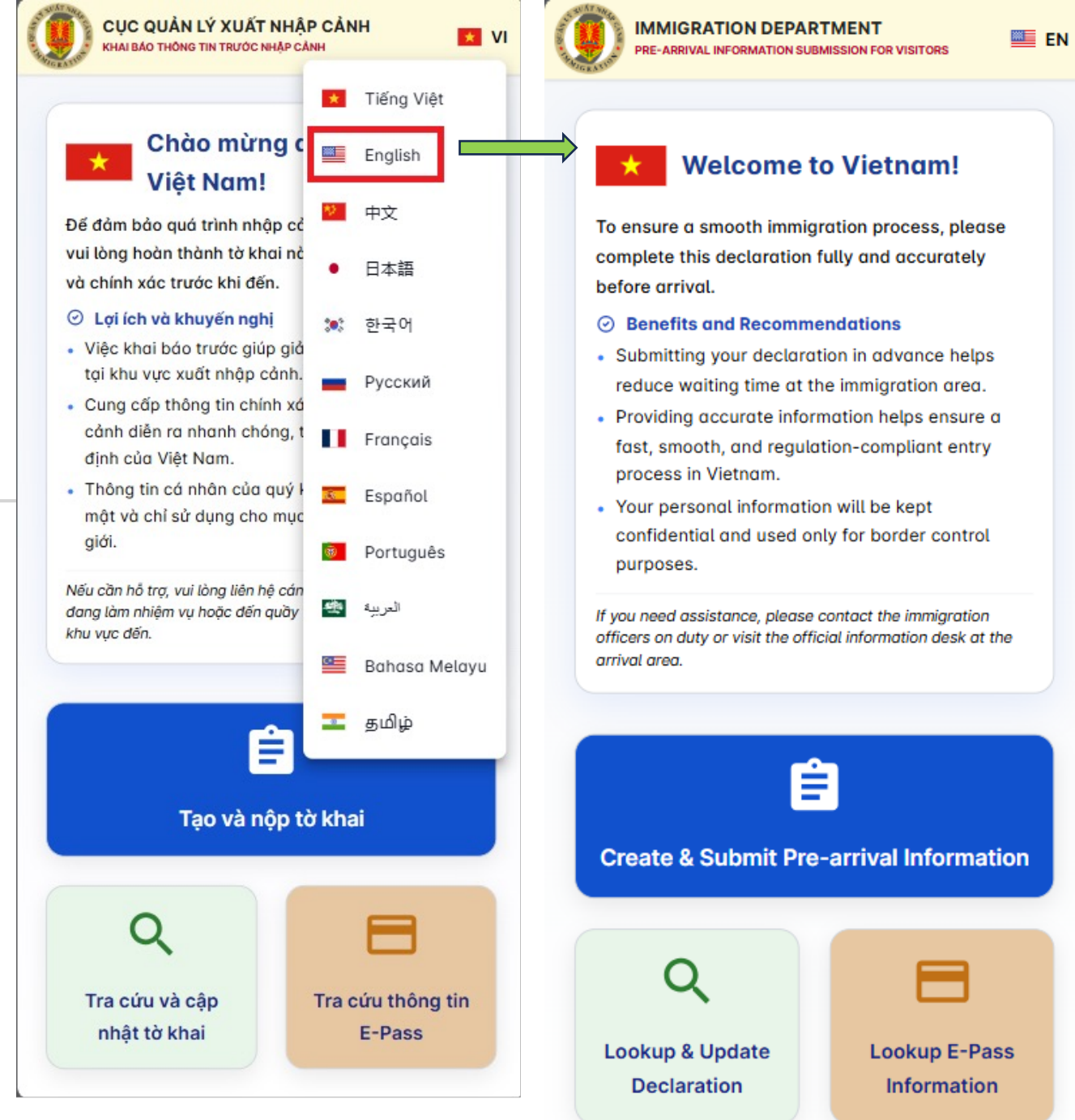
Step 1: Access the System dashboard.



Step 2: Select the language icon at the top right corner to switch.

Multi-Language Support

Passengers select one of the languages from the provided list. The system language will change from the default (English) to the selected language.



DECLARATION FOR INTERNATIONAL PASSENGERS

4-Step Process:

The system automatically routes after the passenger selects a non-Vietnamese nationality.

- 1. Information:** Full name, date of birth, nationality, phone number, visa...
- 2. Trip:** Flight number, checkpoint, accommodation.
- 3. Review:** Verify data accuracy.
- 4. Result:** Receive QR Code and confirmation via Email.



SMART SUPPORT FEATURES



OCR Extraction

Upload passport photo for the system to auto-fill information accurately.

Group Declaration

The [Add Passenger] button enables quick declaration for families or tour groups.



Auto Calculation

The system auto-calculates visa expiry date based on nationality and arrival date.

| DETAILED OPERATION GUIDE

INITIATE A NEW DECLARATION SESSION

- **Step 1:** Passengers access the Immigration Declaration System dashboard via web app, mobile app, or airport kiosks.
- **Step 2:** Passengers click on the Create and Submit Pre-arrival Information function.

**IMMIGRATION DEPARTMENT**
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS EN

 **Welcome to Vietnam!**

To ensure a smooth immigration process, please complete this declaration fully and accurately before arrival.

✔ **Benefits and Recommendations**

- Submitting your declaration in advance helps reduce waiting time at the immigration area.
- Providing accurate information helps ensure a fast, smooth, and regulation-compliant entry process in Vietnam.
- Your personal information will be kept confidential and used only for border control purposes.

If you need assistance, please contact the immigration officers on duty or visit the official information desk at the arrival area.


**Create & Submit Pre-arrival
Information**


**Lookup & Update
Declaration**


**Lookup E-Pass
Information**

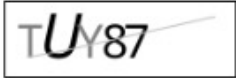
INITIATE A NEW DECLARATION SESSION

⇒ The system displays the verification code input interface.

 **IMMIGRATION DEPARTMENT**
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS  EN

CAPTCHA Verification

Please enter the characters you see below to continue.



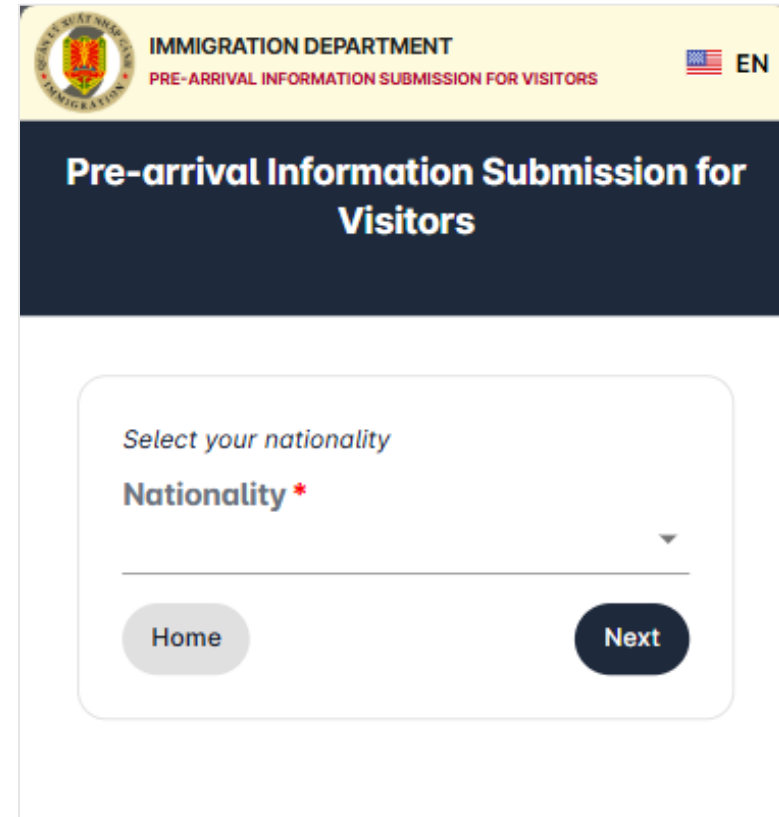
[Reload CAPTCHA](#)

Enter CAPTCHA

[Cancel](#) [Verify](#)

INITIATE A NEW DECLARATION SESSION

- **Step 3:** After entering the verification code, the system navigates to the Create and Submit Declaration screen. The system routes processing based on the nationality selected.



The screenshot shows a web interface for the Immigration Department. At the top, there is a header with the department's logo, the text "IMMIGRATION DEPARTMENT", and "PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS". To the right of the header is a small American flag and the text "EN". Below the header is a dark blue banner with the title "Pre-arrival Information Submission for Visitors" in white. The main content area is white and contains a form with the instruction "Select your nationality" and a dropdown menu labeled "Nationality *". Below the dropdown are two buttons: "Home" and "Next".

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Pre-arrival Information Submission for Visitors

Select your nationality

Nationality *

Home Next

INITIATE A NEW DECLARATION SESSION

- **Step 4:** Passenger selects a non-Vietnamese nationality.
=> The system navigates to the Create and Submit Pre-arrival Information screen for foreign passengers.

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

Pre-arrival Information Submission for Visitors

Select your nationality
Nationality *

Home Next

PASSENGER INFORMATION
MANDATORY FIELDS ARE INDICATED BY A RED ASTERISK *

Expected Arrival Date (DD/MM/YYYY GMT+7)
27/05/2028 28/05/2028 29/05/2028

Passport Image
Upload your passport photo (if available). The information will be updated automatically.
Upload Image

Passport Type *
P - Popular Passport

Passport Number *
Enter passport number

Date of Expiry (DD/MM/YYYY) *
DD/MM/YYYY

Full Name *
Enter your full name

Gender *
☐ Male ☐ Female ☐ Other

Date of Birth (DD/MM/YYYY) *
DD/MM/YYYY

Nationality *
Singapore

Country Code * (+65) Phone Number * 123 456 789

Email Address *
example@email.com

Visa Information
Provide details of your Vietnam visa (if applicable)
Note: The selected visa type determines your permitted entry period.
Important: Please enter your visa number to enable the service at the airport.
☐ I have read and understood this information.

Visa Type / Purpose *
Select visa type...

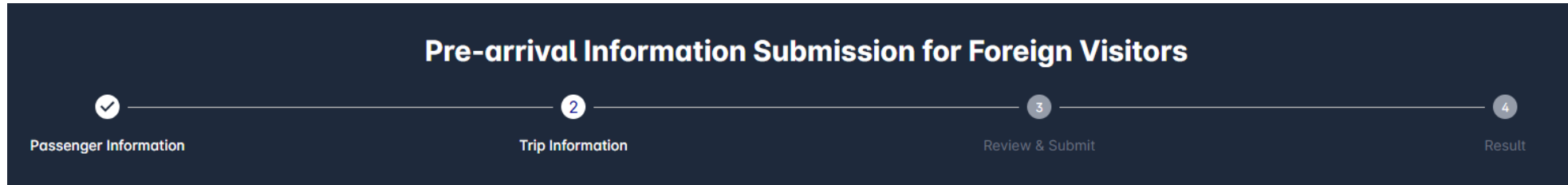
Number *
Enter visa number

Date of Issue (DD/MM/YYYY)
DD/MM/YYYY

Date of Expiry (DD/MM/YYYY) *
DD/MM/YYYY

Issued Place
Issued Place

Add Passenger +
Change Nationality Trip Information



Here, passengers will sequentially declare the following to complete the process

1. Passenger Information
2. Trip Information.
3. Review and Submit.
4. Result.

Pre-arrival Information Submission for Foreign Visitors

Pre-arrival Information Submission for Foreign Visitors (cont.)

Step 5: At the **Passenger Information** step, enter the following:

+ Enter: full name, gender, date of birth, nationality, email, phone number...

Or upload a passport photo. => The system will extract information from the uploaded image.

+ Visa information: Enter complete visa details: number, issue date, expiry date, place of issue

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Pre-arrival Information Submission for Foreign Visitors

1 — 2 — 3 — 4
Passenger Information Trip Information Review & Submit Result

PASSENGER INFORMATION

MANDATORY FIELDS ARE INDICATED BY A RED ASTERISK *

Expected Arrival Date (DD/MM/YYYY GMT+7)
*
☒ 27/05/2026 ☐ 28/05/2026 ☐ 29/05/2026

Passport Image
Upload your passport photo (if available). The information will be updated automatically.

Passport Type *
P - Popular Passport

Passport Number *
Enter passport number

Date of Expiry (DD/MM/YYYY) *
DD/MM/YYYY

Full Name *
Enter your full name

Gender *
☐ Male ☐ Female ☐ Other

Date of Birth (DD/MM/YYYY) *
DD/MM/YYYY

Nationality *
Singapore

Country Code * (+65) Phone Number * 123 456 789

Email Address *
example@email.com

Visa Information
Provide details of your Vietnam visa (if applicable)
Note: The selected visa type determines your permitted entry period.
Important: Please enter your visa number to enable the service at the airport.
☐ I have read and understood this information.
Visa Type / Purpose *
Select visa type...

Number *
Enter visa number

Date of Issue (DD/MM/YYYY)
DD/MM/YYYY

Date of Expiry (DD/MM/YYYY) *
DD/MM/YYYY

Issued Place
Issued Place

Change Nationality Trip Information

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Pre-arrival Information Submission for Foreign Visitors

1 — 2 — 3 — 4
Passenger Information Trip Information Review & Submit Result

PASSENGER INFORMATION

MANDATORY FIELDS ARE INDICATED BY A RED ASTERISK *

Expected Arrival Date (DD/MM/YYYY GMT+7)
*
☒ 27/05/2026 ☐ 28/05/2026 ☐ 29/05/2026

Passport Image
Upload your passport photo (if available). The information will be updated automatically.

Passport Type *
P - Popular Passport

Passport Number *
Enter passport number

Date of Expiry (DD/MM/YYYY) *
DD/MM/YYYY

Full Name *
Enter your full name

Gender *
☐ Male ☐ Female ☐ Other

Date of Birth (DD/MM/YYYY) *
DD/MM/YYYY

Nationality *
Singapore

Country Code * (+65) Phone Number * 123 456 789

Email Address *
example@email.com

Visa Information
Provide details of your Vietnam visa (if applicable)
Note: The selected visa type determines your permitted entry period.
Important: Please enter your visa number to enable the service at the airport.
☐ I have read and understood this information.
Visa Type / Purpose *
Select visa type...

Number *
Enter visa number

Date of Issue (DD/MM/YYYY)
DD/MM/YYYY

Date of Expiry (DD/MM/YYYY) *
DD/MM/YYYY

Issued Place
Issued Place

Change Nationality Trip Information

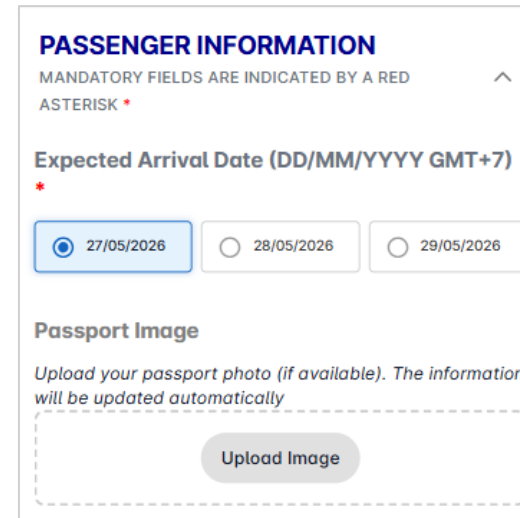
Pre-arrival Information Submission for Foreign Visitors (cont.)

Support Features

Passport image: Upload a passport photo.
=> The system extracts information from the uploaded image.

Accompanying Passengers: Click the **[Add Passenger]** button.

The system expands the interface for accompanying passenger information.



PASSENGER INFORMATION

MANDATORY FIELDS ARE INDICATED BY A RED ASTERISK *

Expected Arrival Date (DD/MM/YYYY GMT+7)

* ☒ 27/05/2026 ☐ 28/05/2026 ☐ 29/05/2026

Passport Image

Upload your passport photo (if available). The information will be updated automatically



Add Passenger +

Change Nationality **Trip Information**

Pre-arrival Information Submission for Foreign Visitors (cont.)

Support Features

Visa information: When Visa Type/Purpose is Visa Exemption Certificate.

=> The system uses Expected Arrival Date and Nationality to auto-calculate Visa Expiry Date, and passengers may adjust the visa expiry date

Expected Arrival Date (DD/MM/YYYY GMT+7)
*

☒ 27/05/2026 ☐ 28/05/2026 ☐ 29/05/2026

Nationality *
 Singapore

Visa Type / Purpose *
Default visa exemption by country

Number
16121321041412

Date of Issue (DD/MM/YYYY)
01/04/2026

Date of Expiry (DD/MM/YYYY)
26/06/2026

Pre-arrival Information Submission for Foreign Visitors (cont.)

Step 6: At the **Trip Information** step, enter the following:

+ Flight information: Enter city before arrival, travel purpose, mode of transport, and details.

+ Accommodation in Vietnam: Enter accommodation type, hotel address, residential address in Vietnam.

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Pre-arrival Information Submission for Foreign Visitors

1 ✓ 2 3 4
Passenger Information Trip Information Review & Submit Result

Trip Information
Mandatory fields are indicated by a red asterisk *

Departure country before Arrival in Vietnam
(First Point of Departure if Transiting Through Multiple country)
Search...

Purpose of Travel
Search...

Mode of Travel *

☒ Air ☐ Land ☐ Sea

Flight Code *
Search...

Border Gate *
Select Airport

Type of Accommodation in Vietnam *

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Flight Code *
Search...

Border Gate *
Select Airport

Type of Accommodation in Vietnam *

☒ Hotel ☐ Residential ☐ Others

Province / City of Hotel
Search...

Ward / Commune of Hotel
Search...

Accommodation Address *
Search...

Workplace Information
Workplace Information

Expected date of departure from Vietnam (DD/MM/YYYY GMT+7)
DD/MM/YYYY

Passenger Information **Review & Submit**

Pre-arrival Information Submission for Foreign Visitors (cont.)

Step 7: After completing the declaration, click **[Review and Submit]**.

=> The system proceeds to the **Review and Submit** step

Here, passengers can review entered information before submitting.

Step 8: After reviewing, select "I confirm that the information is accurate" and click **[Submit]**.

The screenshot shows a web form titled "IMMIGRATION DEPARTMENT" and "PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS". The form is in English (EN). It contains the following sections:

- Type of Accommodation in Vietnam:** Hotel
- Province / City of Hotel:** Ho Chi Minh City
- Ward / Commune of Hotel:** Tan Son Nhat Ward
- Accommodation Address:** Holiday Inn & Suites Saigon Airport, 18E Cong Hoa, Tan Son Nhat Ward, Ho Chi Minh City
- Workplace Information:** —

Below these sections, there is a disclaimer box with the following text:

Passengers must truthfully declare all personal information, luggage, and goods carried.

Passports (or other legally recognized travel documents) must be valid for at least six (6) months.

Certain nationalities are exempt from visas for a specified period; others must obtain a valid entry visa.

This declaration cannot replace the temporary residence registration for foreigners.

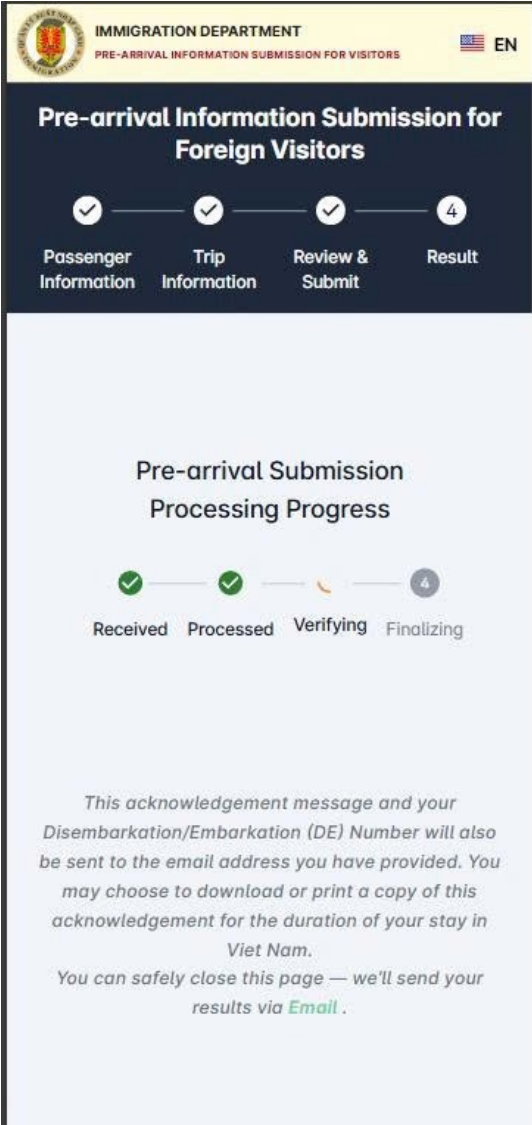
At the bottom of the form, there is a checkbox labeled "I confirm that the information is correct." and a "Submit" button. A progress bar at the bottom indicates the current step is "Trip Information".

Pre-arrival Information Submission for Foreign Visitors (cont.)

Step 9: After submitting, the system displays a completion notification.

The screen also shows a **QR Code** for users to photograph for future lookup and modification.

The system **sends a success email** with the declaration code and lookup link.



IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

Pre-arrival Information Submission for Foreign Visitors

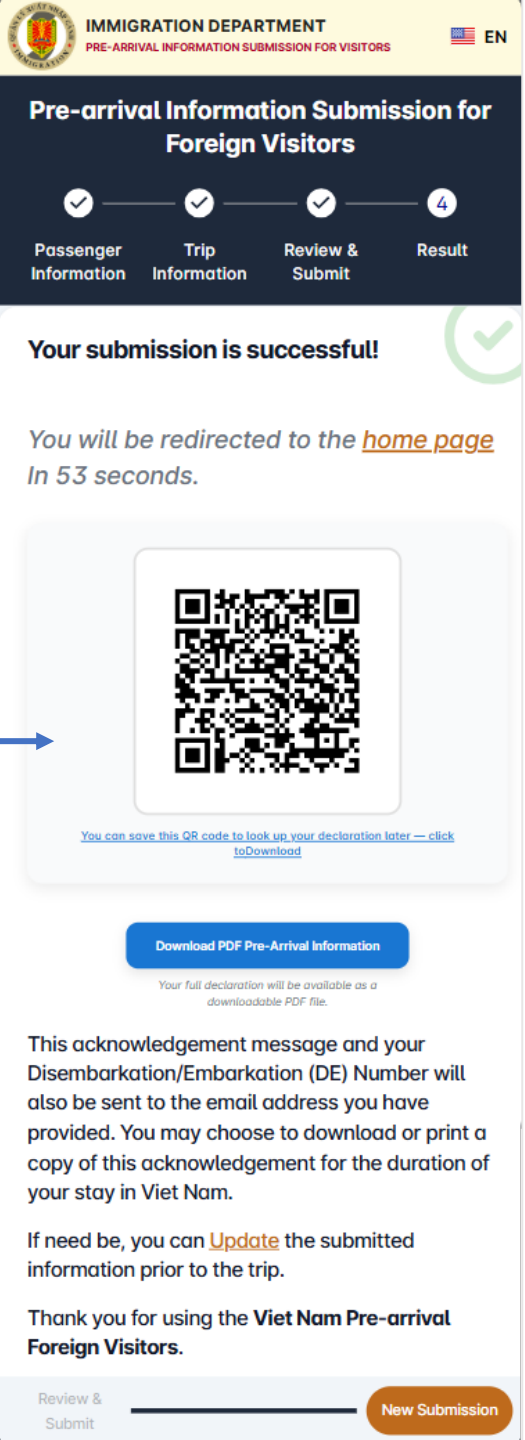
Passenger Information Trip Information Review & Submit Result

Pre-arrival Submission Processing Progress

Received Processed Verifying Finalizing

This acknowledgement message and your Disembarkation/Embarkation (DE) Number will also be sent to the email address you have provided. You may choose to download or print a copy of this acknowledgement for the duration of your stay in Viet Nam.

You can safely close this page — we'll send your results via **Email**.



IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

Pre-arrival Information Submission for Foreign Visitors

Passenger Information Trip Information Review & Submit Result

Your submission is successful!

You will be redirected to the [home page](#) in 53 seconds.



[You can save this QR code to look up your declaration later — click to Download](#)

[Download PDF Pre-Arrival Information](#)

Your full declaration will be available as a downloadable PDF file.

This acknowledgement message and your Disembarkation/Embarkation (DE) Number will also be sent to the email address you have provided. You may choose to download or print a copy of this acknowledgement for the duration of your stay in Viet Nam.

If need be, you can [Update](#) the submitted information prior to the trip.

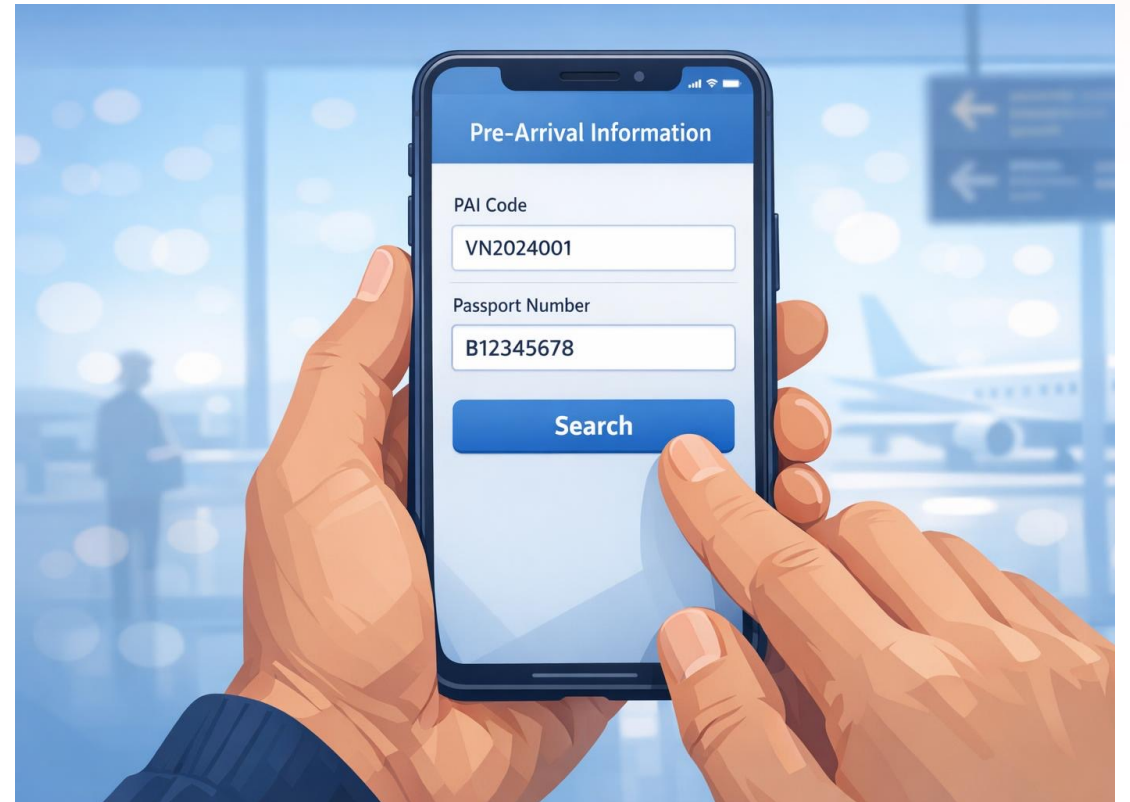
Thank you for using the **Viet Nam Pre-arrival Foreign Visitors**.

Review & Submit [New Submission](#)

| LOOKUP & UPDATE DECLARATION

Flexible Declaration Management

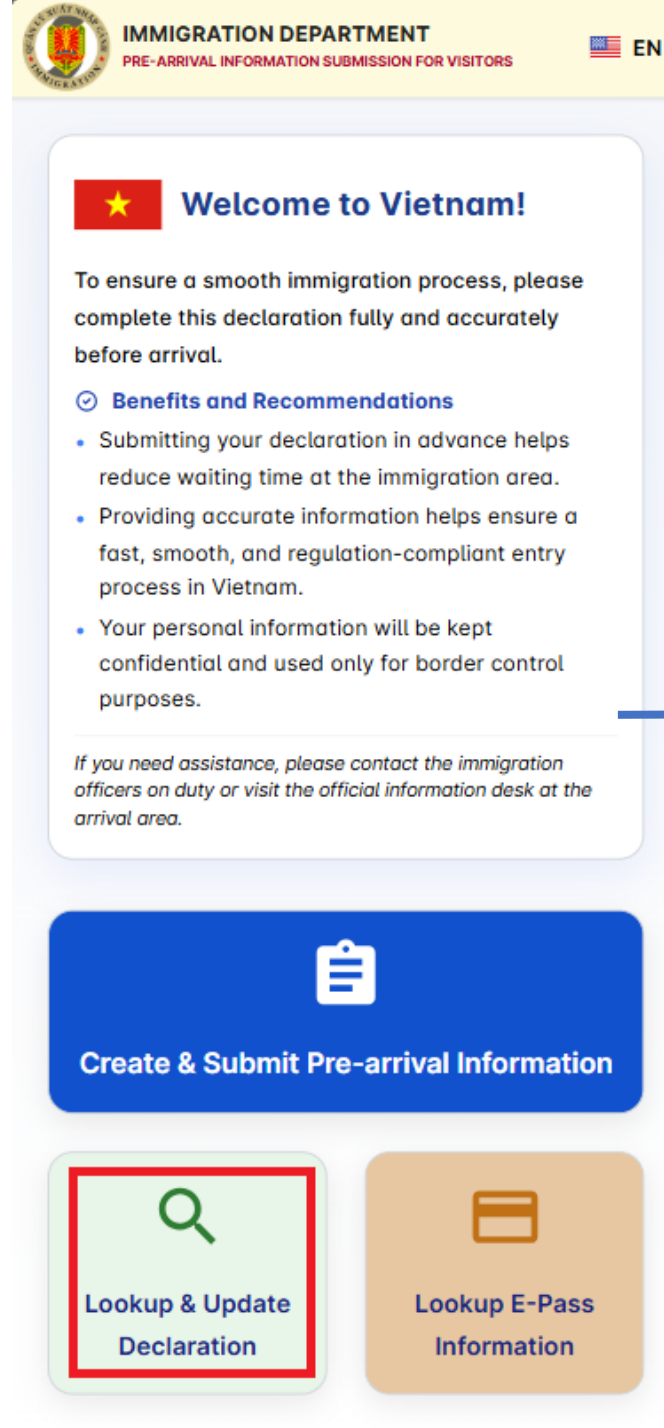
- 1. Traditional lookup:** Enter Declaration Code (PAI) + Passport Number.
- 2. QR scan:** Use camera for quick record access.
- 3. OTP verification:** Security code sent via Email for information safety.
- 4. Edit:** Allows updating trip or accommodation information.



PAI LOOKUP

- **Step 1:** Passengers access the Immigration Declaration System dashboard via web app.
- **Step 2:** Click on the Lookup and Update Declaration function.

=> The system displays the verification code input interface.



IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Welcome to Vietnam!

To ensure a smooth immigration process, please complete this declaration fully and accurately before arrival.

☑ **Benefits and Recommendations**

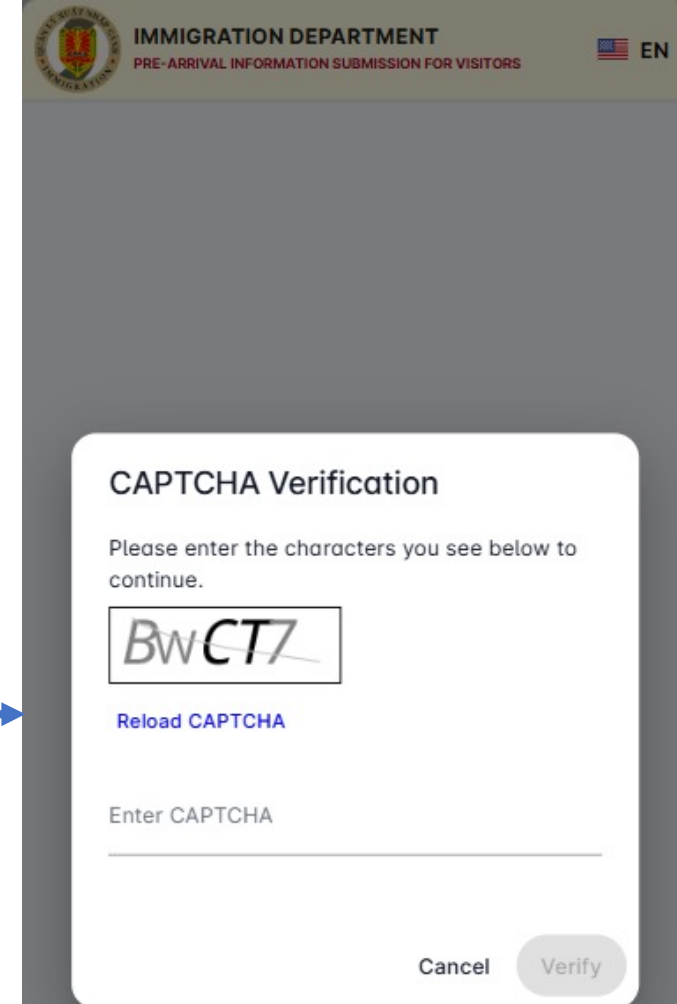
- Submitting your declaration in advance helps reduce waiting time at the immigration area.
- Providing accurate information helps ensure a fast, smooth, and regulation-compliant entry process in Vietnam.
- Your personal information will be kept confidential and used only for border control purposes.

If you need assistance, please contact the immigration officers on duty or visit the official information desk at the arrival area.

Create & Submit Pre-arrival Information

Lookup & Update Declaration

Lookup E-Pass Information



IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

CAPTCHA Verification

Please enter the characters you see below to continue.

BwCT7

[Reload CAPTCHA](#)

Enter CAPTCHA

Cancel **Verify**

PAI LOOKUP (cont.)

- **Step 3:** After entering the verification code, the system navigates to the Lookup and Update Declaration screen.

Enter passport number and record code sent via email, then click **[Lookup]**.

=> The system sends an OTP code to the email in the declaration.



IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

 EN

Lookup & Update Declaration

Mandatory fields are indicated by a red asterisk *

Pre-Arrival Information Number *

Pre-Arrival Information Number

Passport Number *

Passport Number

After clicking Look up button, an OTP (One-Time Password) will be sent to the email address associated with your PAI Number and Passport Number. Please enter the OTP in the dialog that appears to proceed with the lookup.

Look up

Scan QR

[Forgot number \(PAI\)](#)

[Home](#)

PAI LOOKUP (cont.)

- **Step 4:** The system navigates to the OTP input screen. Enter the OTP code sent via email, then click **[Verify]**.

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

Lookup & Update Declaration

Mandatory fields are indicated by a red asterisk *

Pre-Arrival Information Number *
OE6ICVGE

Verify your email

We've sent a 6-digit code to your email. Please enter it below.

6 5 4 3 1 9

Didn't receive the code?
Resend (19s)

Cancel Verify

[Home](#)

PAI LOOKUP (cont.)

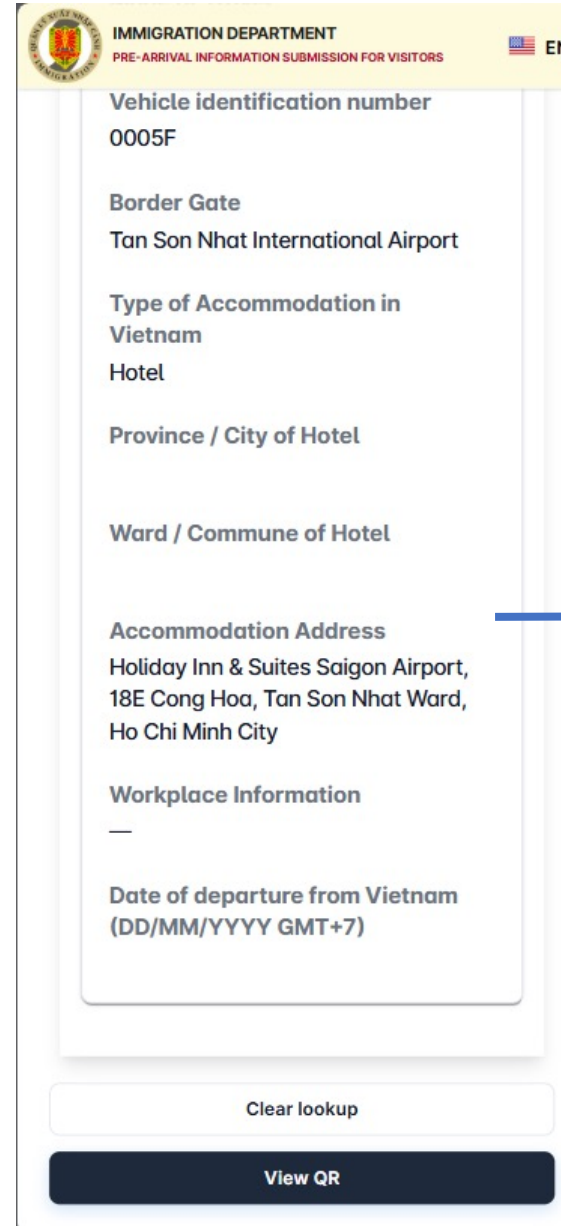
- **Step 5:** The system verifies and displays the corresponding declaration if correct.
- If the OTP or passport information or record code is incorrect, the system notifies and does not display the record.

 IMMIGRATION DEPARTMENT PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS	EN	 IMMIGRATION DEPARTMENT PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS	EN
Passenger information		Email Address at1411932@gmail.com	
Expected Arrival Date (DD/MM/YYYY GMT+7) 29/05/2026		Visa Type Default visa exemption by country	
Passport Type P - P		Number —	
Passport Number 2104141161213		Visa Issue Date (DD/MM/YYYY) —	
Date of Expiry (DD/MM/YYYY) 31/05/2026		Visa Expiry Date (DD/MM/YYYY) 31/05/2026	
Full Name NGUYEN HUYNH MINH THY		Issued Place —	
Gender Female		Trip Information	
Date of Birth (DD/MM/YYYY) 21/04/1995		Departure country before Arrival in Vietnam <i>(First Point of Departure if Transiting Through Multiple country)</i> Singapore	
Nationality Singapore		Purpose of Travel Travel	
Phone Country Code +65		Mode of Travel Air	
Phone Number 1234567890		Vehicle Identification number —	

PAI LOOKUP (cont.)

- **Step 6:** Click **[Clear lookup]** to close the declaration lookup screen.

Or to modify the declaration, click **[View QR]** => The system displays the verification code input interface.



IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

Vehicle identification number
0005F

Border Gate
Tan Son Nhat International Airport

Type of Accommodation in Vietnam
Hotel

Province / City of Hotel

Ward / Commune of Hotel

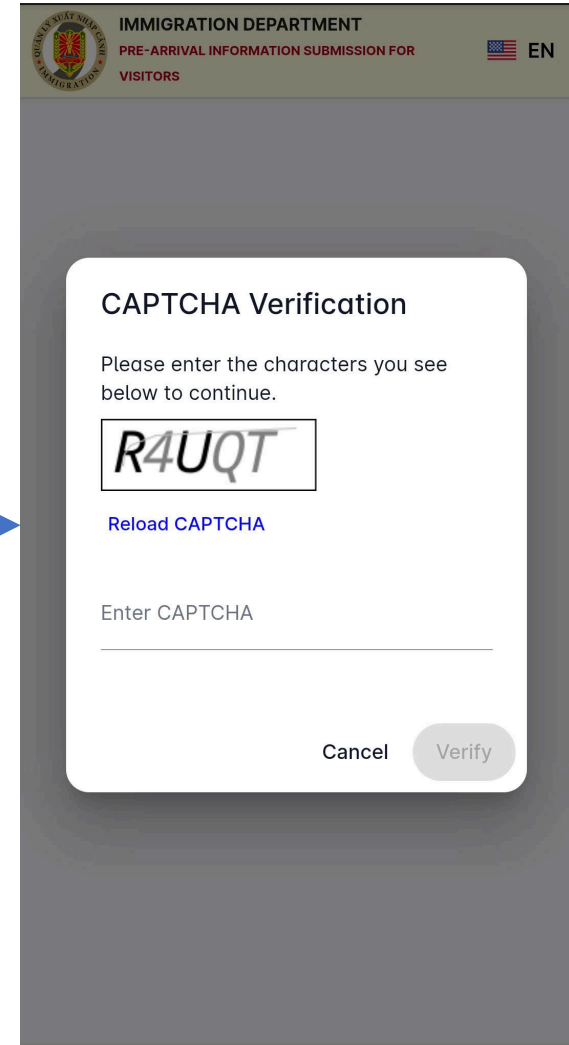
Accommodation Address
Holiday Inn & Suites Saigon Airport,
18E Cong Hoa, Tan Son Nhat Ward,
Ho Chi Minh City

Workplace Information
—

Date of departure from Vietnam
(DD/MM/YYYY GMT+7)

Clear lookup

View QR



IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

CAPTCHA Verification

Please enter the characters you see below to continue.

R4UQT

Reload CAPTCHA

Enter CAPTCHA

Cancel Verify

PAI LOOKUP (cont.)

- **Step 3:** After entering the verification code, the system navigates to the Lookup screen. Click **[Scan QR]**.
- **Step 7:** The system opens the QR scanning interface. After scanning, enter passport number and click **[Submit]**.

The screenshot shows the 'Lookup & Update Declaration' screen of the Immigration Department's Pre-Arrival Information Submission (PAI) system. The header includes the department's logo, name, and the purpose of the submission. A modal window titled 'Lookup by QR code' is open, featuring a 'Passport Number' field with a red asterisk indicating it is mandatory. Below the field is a 'Submit' button. The background screen shows a 'Look up' button, a 'Scan QR' button, and links for 'Forgot number (PAI)' and 'Home'.

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR
VISITORS

EN

Lookup & Update Declaration

Mandatory fields are indicated by a red asterisk *

Lookup by QR code

Passport Number *

Enter passport number

Submit

proceed with the lookup.

Look up

Scan QR

[Forgot number \(PAI\)](#)

[Home](#)

PAI LOOKUP (cont.)

- **Step 8:** The system verifies and displays the corresponding declaration if correct.
- **Step 9:** to modify the declaration, click **[Edit this submission]** =>

=> The system navigates to the editing interface.

The image shows two screenshots of the 'IMMIGRATION DEPARTMENT' website. The left screenshot shows the 'Lookup & Update Declaration' page with a modal for 'Lookup by QR code'. The modal has a 'Passport Number' field with a red asterisk, a 'Submit' button, and a 'Look up' button. The right screenshot shows the resulting declaration details, including 'Province / City of Hotel', 'Ward / Commune of Hotel', 'Accommodation Address', 'Workplace Information', and 'Date of departure from Vietnam'. A blue arrow points from the 'Look up' button in the modal to the 'Accommodation Address' field in the declaration details.

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

Lookup & Update Declaration

Mandatory fields are indicated by a red asterisk *

Lookup by QR code

Passport Number *
Enter passport number

Submit

proceed with the lookup.

Look up

Scan QR

[Forgot number \(PAI\)](#)

[Home](#)

Province / City of Hotel

Ward / Commune of Hotel

Accommodation Address
Holiday Inn & Suites Saigon
Airport, 18E Cong Hoa, Tan Son
Nhat Ward, Ho Chi Minh City

Workplace Information
—

**Date of departure from
Vietnam (DD/MM/YYYY
GMT+7)**

Clear lookup

View QR

Edit this submission

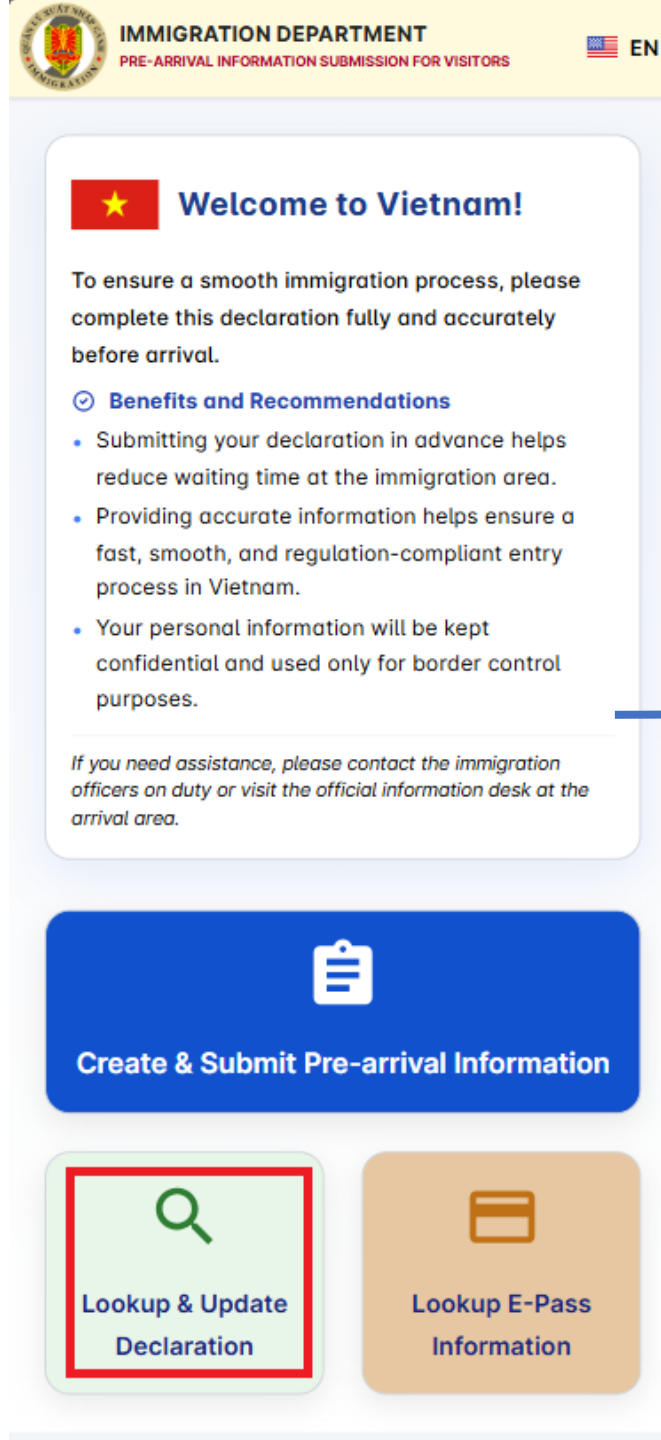
IMPORTANT NOTES FOR EDITING

Information Field	Status	Solution if Incorrect
Passport No. / Expiry Date	NOT EDITABLE	Must create a new declaration
DOB / Nationality / Expected Arrival	NOT EDITABLE	Must create a new declaration
Address / Phone / Visa	EDITABLE	Update via Lookup function
Travel Purpose / Flight	EDITABLE	Update via Lookup function

PAI LOOKUP – Via QR Code

- **Step 1:** Passengers access the Immigration Declaration System dashboard via web app.
- **Step 2:** Click on the Lookup and Update Declaration function.

=> The system displays the verification code input interface.



IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Welcome to Vietnam!

To ensure a smooth immigration process, please complete this declaration fully and accurately before arrival.

Benefits and Recommendations

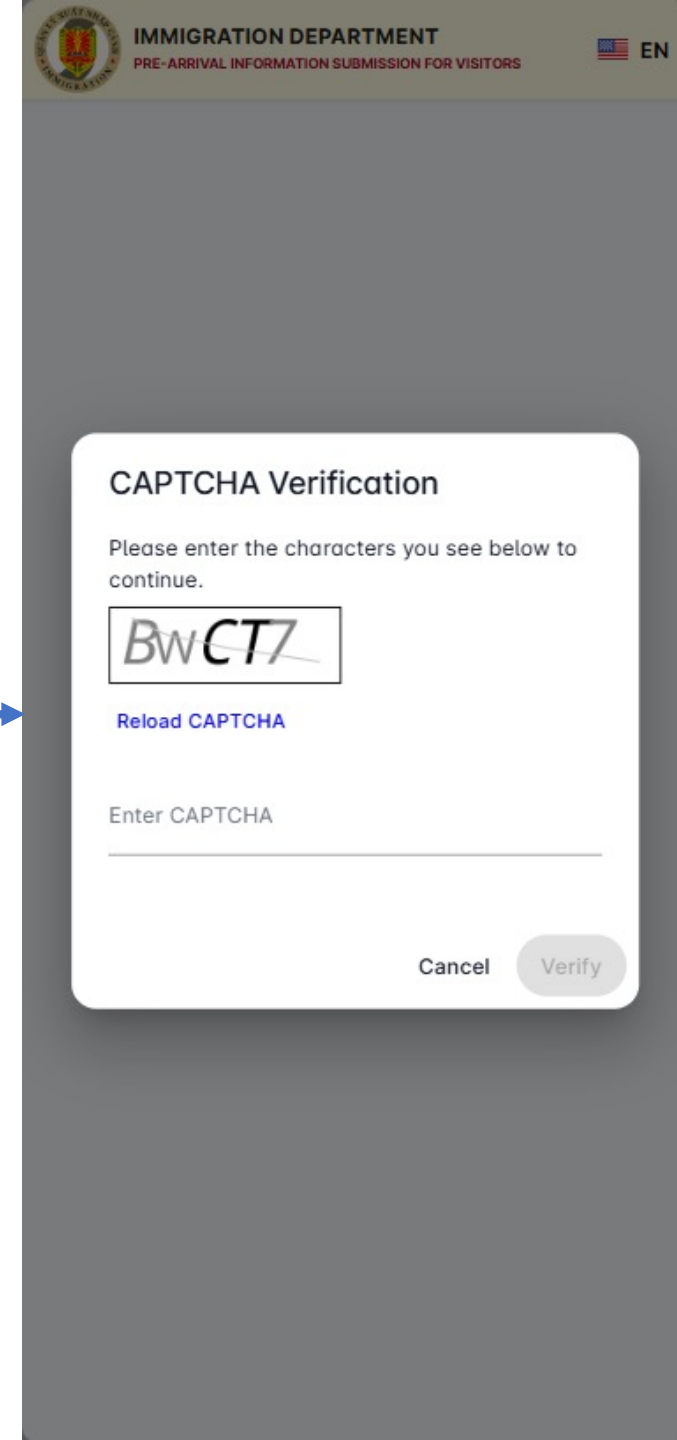
- Submitting your declaration in advance helps reduce waiting time at the immigration area.
- Providing accurate information helps ensure a fast, smooth, and regulation-compliant entry process in Vietnam.
- Your personal information will be kept confidential and used only for border control purposes.

If you need assistance, please contact the immigration officers on duty or visit the official information desk at the arrival area.

Create & Submit Pre-arrival Information

Lookup & Update Declaration

Lookup E-Pass Information



IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

CAPTCHA Verification

Please enter the characters you see below to continue.

BwCT7

[Reload CAPTCHA](#)

Enter CAPTCHA

Cancel Verify

PAI LOOKUP – Via QR Code (cont.)

- **Step 3:** After entering the verification code, the system navigates to the Lookup screen. Click **[Scan QR]**.
- **Step 4:** The system opens the QR scanning interface. After scanning, enter passport number and click **[Submit]**.

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Lookup & Update Declaration

Mandatory fields are indicated by a red asterisk *

Pre-Arrival Information Number *
Pre-Arrival Information Number

Passport Number *
Passport Number

After clicking Look up button, an OTP (One-Time Password) will be sent to the email address associated with your PAI Number and Passport Number. Please enter the OTP in the dialog that appears to proceed with the lookup.

Look up

Scan QR

[Forgot number \(PAI\)](#)

[Home](#)

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Lookup & Update Declaration

Mandatory fields are indicated by a red asterisk *

Lookup by QR code

Passport Number *
Enter passport number

Submit

proceed with the lookup.

Look up

Scan QR

[Forgot number \(PAI\)](#)

[Home](#)

PAI LOOKUP – Via QR Code (cont.)

- **Step 5:** The system verifies and displays the corresponding declaration if correct.
- If the OTP or passport/record information is incorrect, an error is shown.

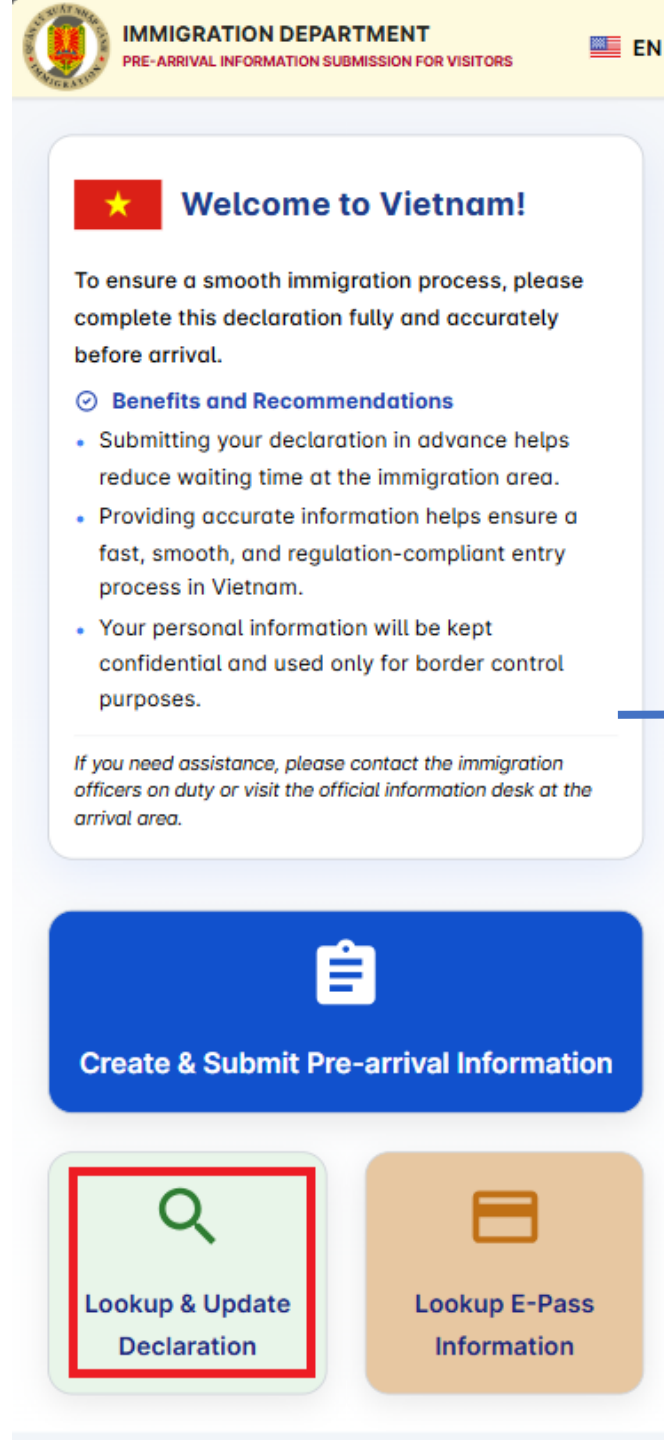
 IMMIGRATION DEPARTMENT PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS		 IMMIGRATION DEPARTMENT PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS	
EN		EI	
Passenger information		Email Address	
Expected Arrival Date (DD/MM/YYYY GMT+7) 29/05/2026		at1411932@gmail.com	
Passport Type P - P		Visa Type Default visa exemption by country	
Passport Number 21041411161213		Number —	
Date of Expiry (DD/MM/YYYY) 31/05/2026		Visa Issue Date (DD/MM/YYYY) —	
Full Name NGUYEN HUYNH MINH THY		Visa Expiry Date (DD/MM/YYYY) 31/05/2026	
Gender Female		Issued Place —	
Date of Birth (DD/MM/YYYY) 21/04/1995		Trip Information	
Nationality Singapore		Departure country before Arrival in Vietnam <i>(First Point of Departure if Transiting Through Multiple country)</i> Singapore	
Phone Country Code +65		Purpose of Travel Travel	
Phone Number 1234567890		Mode of Travel Air	
		Vehicle Identification number	

LOOKUP – When Forgetting Declaration Code (PAI)

If the declaration code is forgotten, proceed as follows:

- **Step 1:** Access the Immigration Declaration System dashboard via web app.
- **Step 2:** Click on the Lookup and Update Declaration function.

=> The system displays the verification code input interface.



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Welcome to Vietnam!

To ensure a smooth immigration process, please complete this declaration fully and accurately before arrival.

Benefits and Recommendations

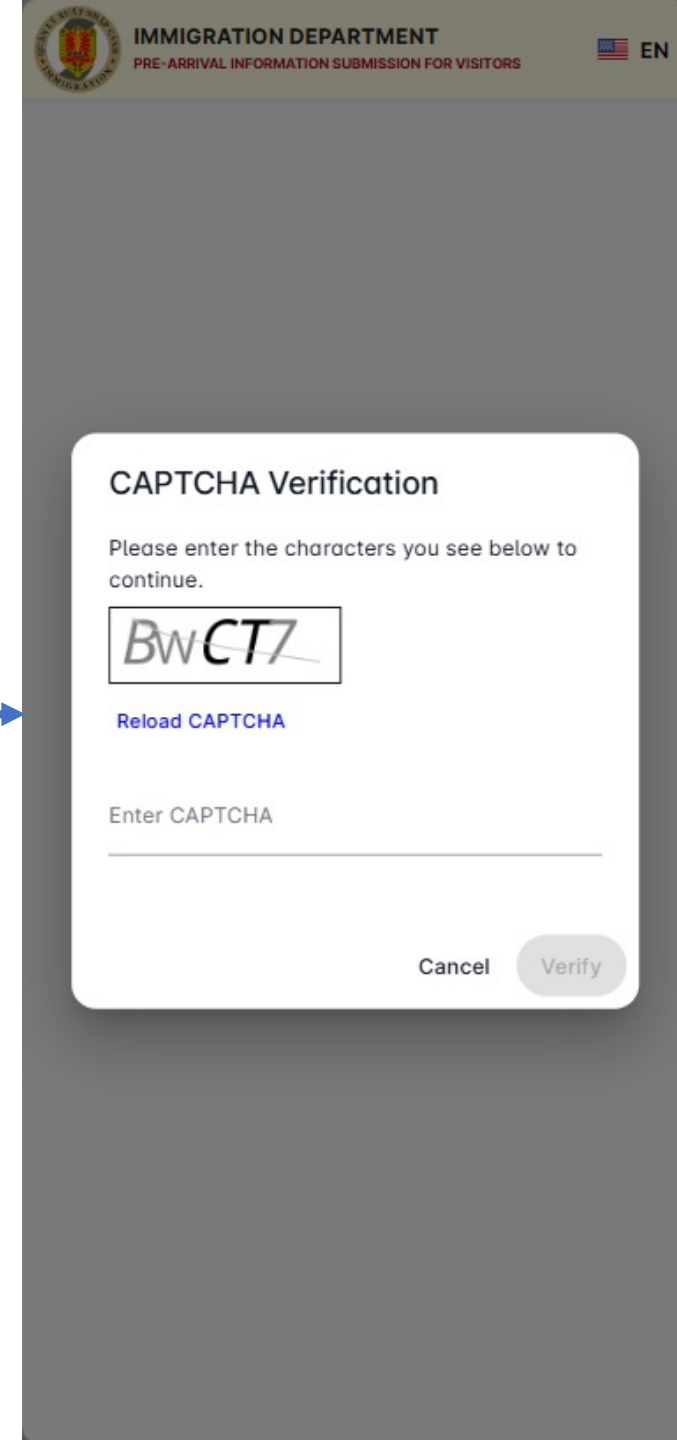
- Submitting your declaration in advance helps reduce waiting time at the immigration area.
- Providing accurate information helps ensure a fast, smooth, and regulation-compliant entry process in Vietnam.
- Your personal information will be kept confidential and used only for border control purposes.

If you need assistance, please contact the immigration officers on duty or visit the official information desk at the arrival area.

Create & Submit Pre-arrival Information

Lookup & Update Declaration

Lookup E-Pass Information



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CAPTCHA Verification

Please enter the characters you see below to continue.

BwCT7

[Reload CAPTCHA](#)

Enter CAPTCHA

Cancel Verify

LOOKUP – Forgot Declaration Code (cont.)

- **Step 3:** After entering the verification code, the system navigates to the Lookup and Update screen.

**IMMIGRATION DEPARTMENT**
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS **EN**

Lookup & Update Declaration

Mandatory fields are indicated by a red asterisk *

Pre-Arrival Information Number *

Pre-Arrival Information Number

Passport Number *

Passport Number

After clicking Look up button, an OTP (One-Time Password) will be sent to the email address associated with your PAI Number and Passport Number. Please enter the OTP in the dialog that appears to proceed with the lookup.

Look up

Scan QR

[Forgot number \(PAI\)](#)

[Home](#)

LOOKUP – Forgot Declaration Code (cont.)

- **Step 4:** Click **[Forgot Declaration Code (PAI)]**. Enter Passport Number, Expected Arrival Date, Email, and click **[Submit]**.
- => The system sends the declaration code via the email provided during declaration.

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PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Lookup & Update Declaration

Mandatory fields are indicated by a red asterisk *

Forgot number (PAI) ×

Passport Number *

21041411161213

Expected Arrival Date(DD/MM/YYYY) *

29/05/2026

Email *

xxxxxx@gmail.com

Submit

LOOKUP E-PASS INFORMATION

- **Step 1:** Access the Immigration Declaration System dashboard via web app.

- **Step 2:** Click on the **E-Pass Information Lookup** function.

=> The system displays the verification code input interface.

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Welcome to Vietnam!

To ensure a smooth immigration process, please complete this declaration fully and accurately before arrival.

🕒 **Benefits and Recommendations**

- Submitting your declaration in advance helps reduce waiting time at the immigration area.
- Providing accurate information helps ensure a fast, smooth, and regulation-compliant entry process in Vietnam.
- Your personal information will be kept confidential and used only for border control purposes.

If you need assistance, please contact the immigration officers on duty or visit the official information desk at the arrival area.

Create & Submit Pre-arrival Information

Lookup & Update Declaration

Lookup E-Pass Information

IMMIGRATION DEPARTMENT
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EN

CAPTCHA Verification

Please enter the characters you see below to continue.

[Reload CAPTCHA](#)

[Enter CAPTCHA](#)

[Cancel](#) [Verify](#)

LOOKUP E-PASS INFORMATION (cont.)

- **Step 3:** After entering the verification code, the system navigates to the E-Pass Lookup screen.

Enter Passport Number, Date of Birth, Nationality/Citizenship, and click **[Lookup]**.



☒ (1) Passport Number, Date of
Passport Expiry, Date of Birth,
Nationality/Citizenship

☐ (2) Disembarkation / Embarkation
(DE) Number

Passport Number *

21041411161213

Date of Birth *

21/04/1995

Date of Passport Expiry *

31/05/2026

Nationality / Citizenship *

Singapore

Look up

LOOKUP E-PASS INFORMATION (cont.)

- **Step 4: The system verifies and displays accommodation information if correct.**
- If passport, date of birth, or nationality is incorrect, an error is shown.

**IMMIGRATION DEPARTMENT**
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS
 EN

DATE OF BIRTH

21/04/1995



Date of Passport Expiry *

31/05/2026



Nationality / Citizenship *

Singapore



Look up

Arrival Summary Information

Disembarkation / Embarkation (DE)
Number
TFYU381Q

Passport Number 21041411161213

Date & Time of Issuance of Visit Pass
29/05/2026 00:00

Number of Day(s) of Stay Granted
30 Days

Last Day of Stay Allowed in Việt Nam
28/06/2026

<https://prearrival.immigration.gov.vn/>

