

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

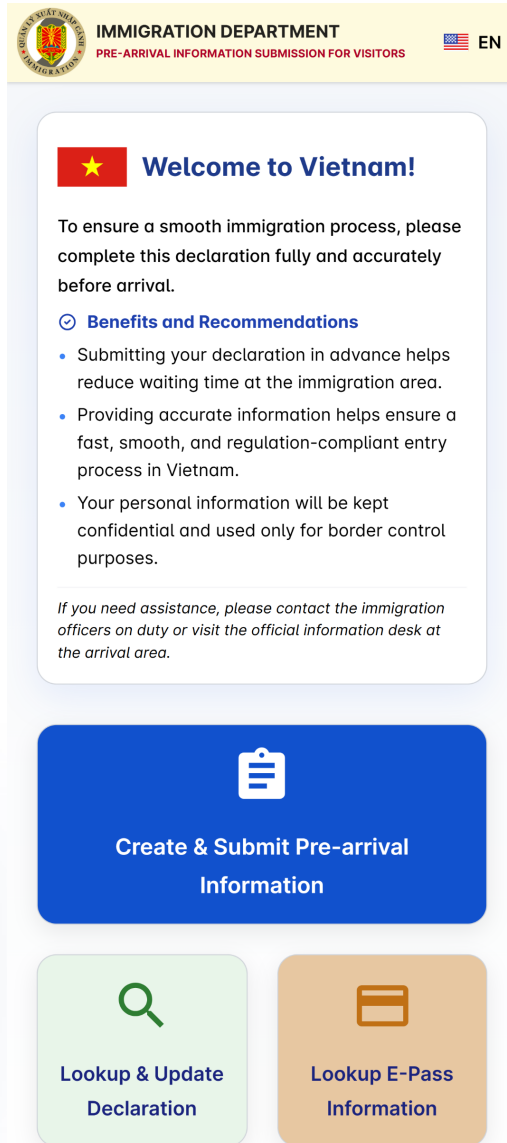


Present the QR code
at the checkpoint to
complete entry.

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.

The image displays two versions of the immigration website interface. The left version is in Vietnamese, and the right version is in English. A dropdown menu is shown in the center, listing various languages with their respective flags. A green arrow points from the 'English' option in the dropdown to the English version of the website on the right.

Left Panel (Vietnamese):

- Header: CỤC QUẢN LÝ XUẤT NHẬP CẢNH, KHAI BÁO THÔNG TIN TRƯỚC NHẬP CẢNH, VI
- Greeting: Chào mừng đến Việt Nam!
- Text: Để đảm bảo quá trình nhập cảnh vui lòng hoàn thành tờ khai này và chính xác trước khi đến.
- Section: Lợi ích và khuyến nghị
- List:
 - Việc khai báo trước giúp giảm thời gian chờ đợi tại khu vực xuất nhập cảnh.
 - Cung cấp thông tin chính xác giúp cảnh diễn ra nhanh chóng, thuận lợi cho hành trình của Việt Nam.
 - Thông tin cá nhân của quý khách sẽ được bảo mật và chỉ sử dụng cho mục đích kiểm soát biên giới.
- Footer: Nếu cần hỗ trợ, vui lòng liên hệ cán bộ đang làm nhiệm vụ hoặc đến quầy tiếp đón tại khu vực đến.
- Buttons: Tạo và nộp tờ khai, Tra cứu và cập nhật tờ khai, Tra cứu thông tin E-Pass

Right Panel (English):

- Header: IMMIGRATION DEPARTMENT, PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS, EN
- Greeting: Welcome to Vietnam!
- Text: To ensure a smooth immigration process, please complete this declaration fully and accurately before arrival.
- Section: Benefits and Recommendations
- List:
 - 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.
- Footer: If you need assistance, please contact the immigration officers on duty or visit the official information desk at the arrival area.
- Buttons: Create & Submit Pre-arrival Information, Lookup & Update Declaration, Lookup E-Pass Information

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.



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.



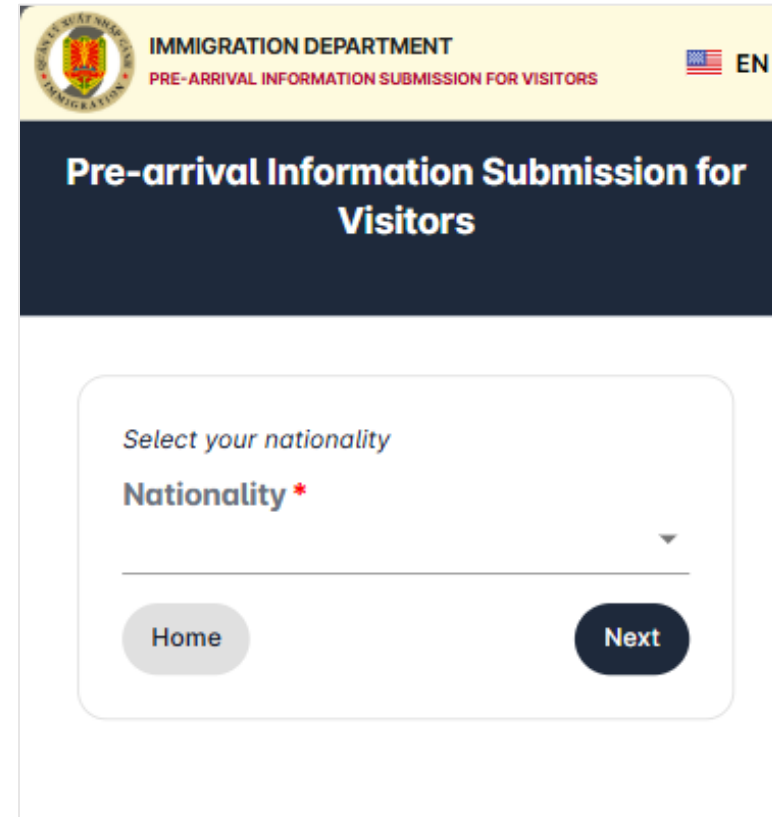
[Reload CAPTCHA](#)

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 the 'Pre-arrival Information Submission for Visitors' web form. At the top, there is a yellow header with the Immigration Department logo on the left, the text 'IMMIGRATION DEPARTMENT' and 'PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS' in the center, and an American flag with 'EN' on the right. 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 rounded rectangle with a light gray border. Inside this rectangle, the text 'Select your nationality' is displayed in a light gray font. Below it, the label 'Nationality *' is shown in a bold black font. A white dropdown menu is positioned below the label, with a small downward arrow on the right side. At the bottom of the rounded rectangle, there are two buttons: a light gray 'Home' button on the left and a dark blue 'Next' button on the right.

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.

The screenshot displays the 'Pre-arrival Information Submission for Foreign Visitors' form. The form is titled 'IMMIGRATION DEPARTMENT PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS' and includes a progress indicator with four steps: 1. Passenger Information, 2. Trip Information, 3. Review & Submit, and 4. Result. The current step is 'Passenger Information'. The form includes a dropdown menu for 'Nationality' with a list of countries: Afghanistan, Åland Islands, Albania, Algeria, American Samoa, Andorra, Angola, and Anguilla. A blue arrow points from the 'Next' button to the 'Nationality' dropdown. The form also includes fields for 'Expected Arrival Date', 'Passport Image', 'Passport Type', 'Passport Number', 'Date of Expiry', 'Full Name', 'Gender', 'Date of Birth', 'Nationality', 'Country Code', 'Phone Number', 'Email Address', and 'Visa Information'. The 'Visa Information' section includes a note about the selected visa type and a checkbox for 'I have read and understood this information.' The form is in English (EN) and has a 'Home' button at the bottom left and a 'Next' button at the bottom right.

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)
27/05/2026 28/05/2026 29/05/2026

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

Add Passenger +
Change Nationality Trip Information

Pre-arrival Information Submission for Foreign Visitors



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

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.

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

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

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.

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

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

Upload Image

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 *
▾

Border Gate *
Select Airport ▾

Type of Accommodation in Vietnam *

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Flight Code *
▾

Border Gate *
Select Airport ▾

Type of Accommodation in Vietnam *

Hotel Residential Others

Province / City of Hotel
Search... ▾

Ward / Commune of Hotel
Search... ▾

Accommodation Address *
▾

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 PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS" with a language selector set to "EN". The form is divided into several 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 are three informational paragraphs:

- 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.

A final note states: "This declaration cannot replace the temporary residence registration for foreigners."

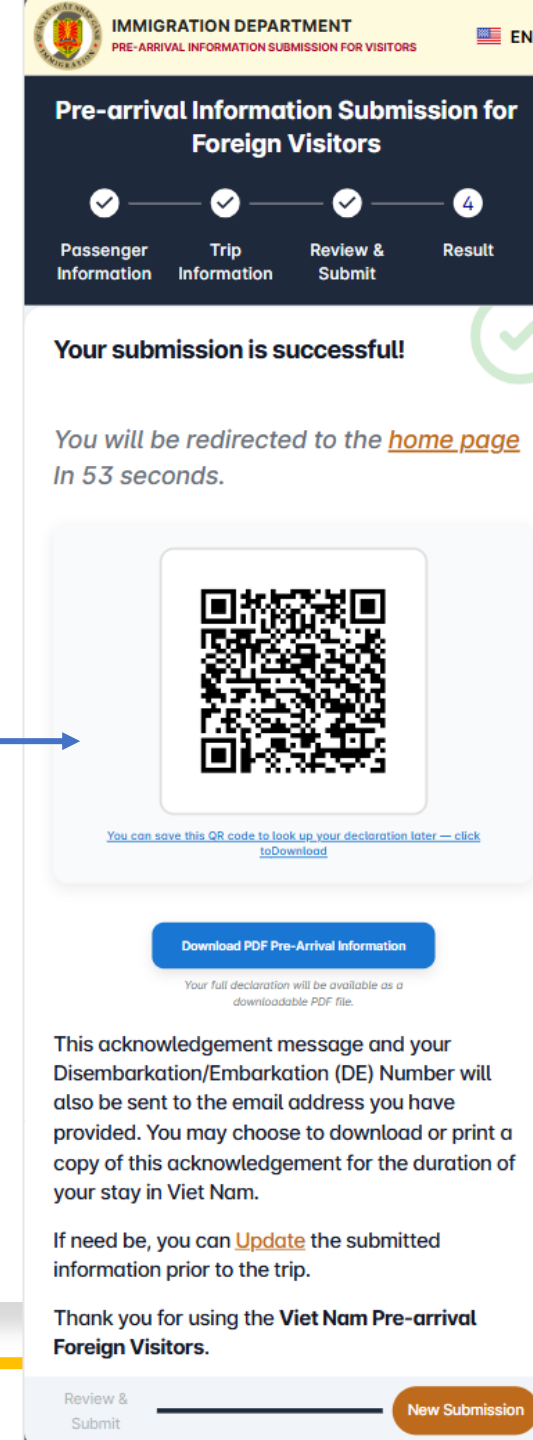
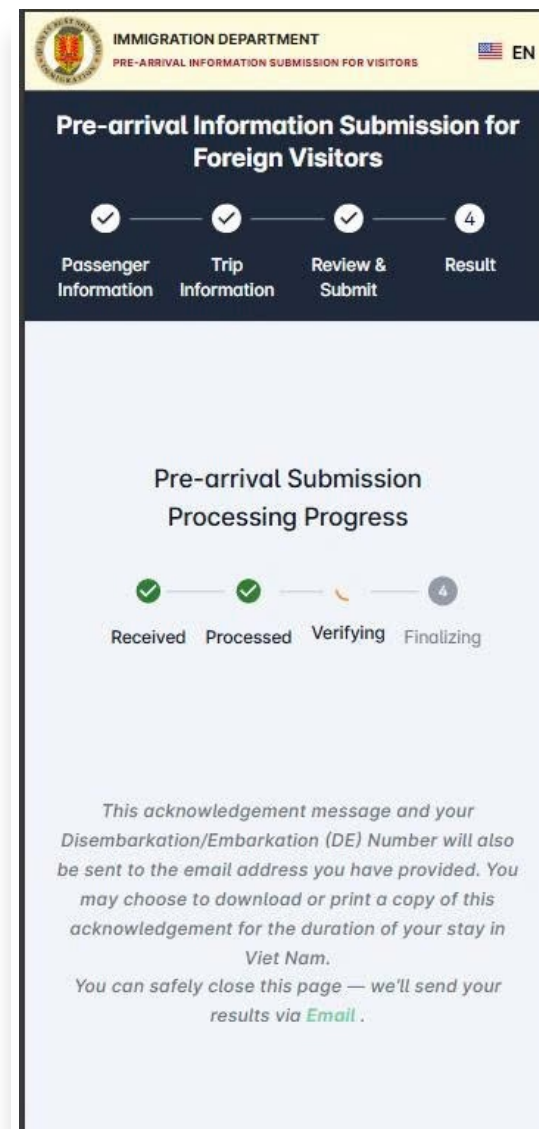
At the bottom, there is a checkbox labeled "I confirm that the information is correct." and a "Submit" button. A progress bar at the very bottom shows "Trip Information" as the current step.

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.

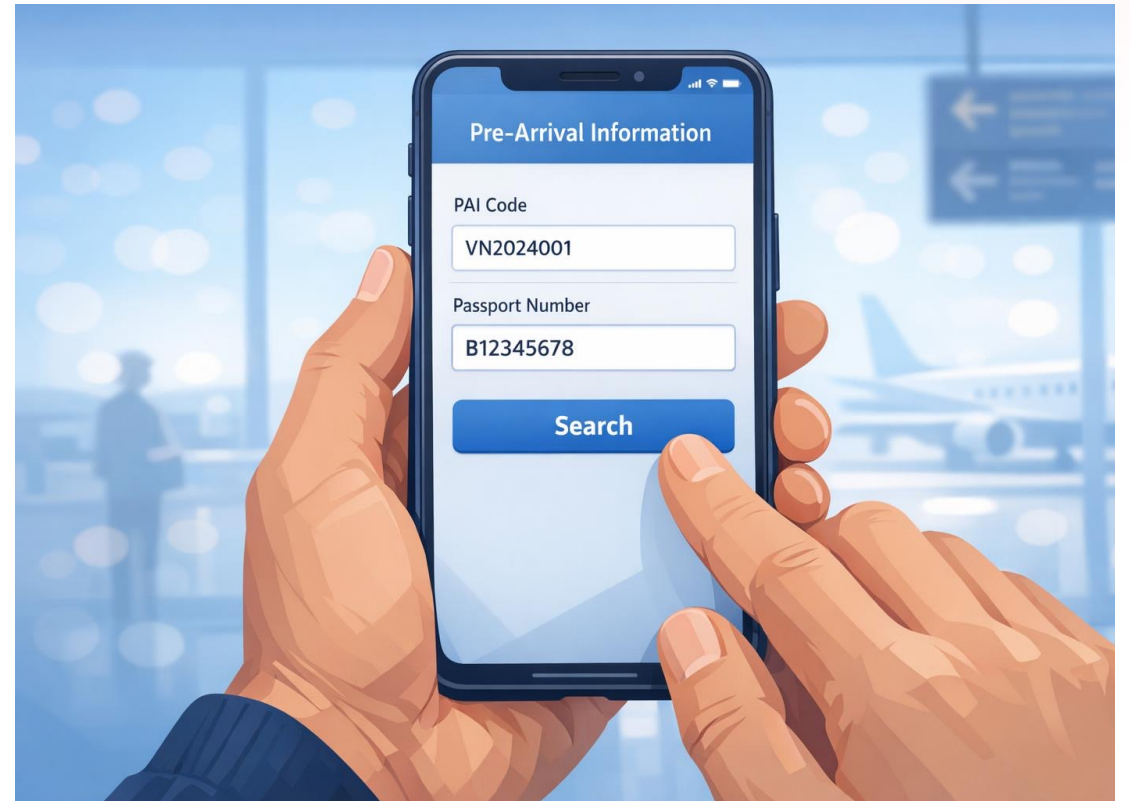
The system **sends a success email** with the declaration code and lookup link.



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.

[Reload CAPTCHA](#)

Enter CAPTCHA

Cancel

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.

The screenshot shows the 'Lookup & Update Declaration' screen of the Immigration Department's Pre-Arrival Information Submission for Visitors portal. The header includes the department's logo, name, and language options (EN). The main content area contains two mandatory input fields: 'Pre-Arrival Information Number' and 'Passport Number', both marked with a red asterisk. Below these fields is a paragraph explaining that an OTP will be sent to the user's email and that they should enter it in a subsequent dialog. At the bottom, there are three buttons: a dark blue 'Look up' button, a grey 'Scan QR' button, and a link for 'Forgot number (PAI)'. A 'Home' link is also present at the very bottom.

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]**.

The screenshot shows the 'Lookup & Update Declaration' page of the Immigration Department's Pre-Arrival Information Submission for Visitors system. The page header includes the department logo, name, and language options (EN). The main content area displays the 'Pre-Arrival Information Number' as 'OE61CVGE'. A modal window titled 'Verify your email' is overlaid on the page, indicating that a 6-digit code has been sent to the user's email. The code input field shows the digits '6', '5', '4', '3', '1', and '9'. Below the input field, there is a 'Resend (19s)' button and a 'Verify' button. A 'Cancel' button is also visible. At the bottom of the modal, there is a 'Home' link.

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

EN

Lookup & Update Declaration

Mandatory fields are indicated by a red asterisk *

Pre-Arrival Information Number *
OE61CVGE

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.)

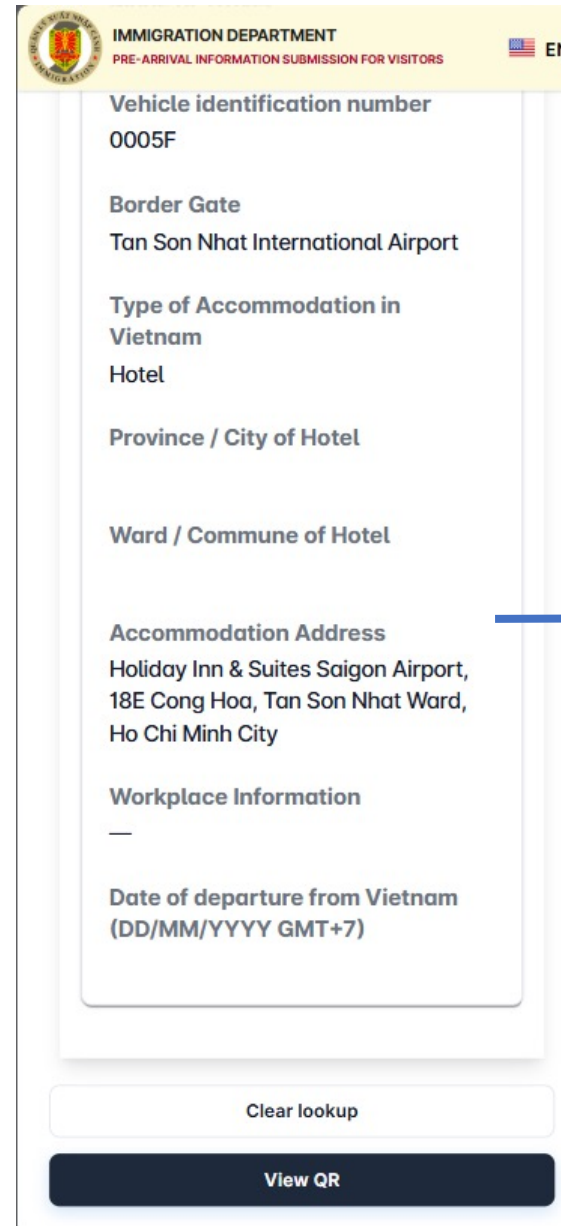
- **Step 5:** The system verifies and displays the corresponding declaration if correct.
- If the OTP or passport information or record code is incorrect, the system notifies and does not display the record.

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

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

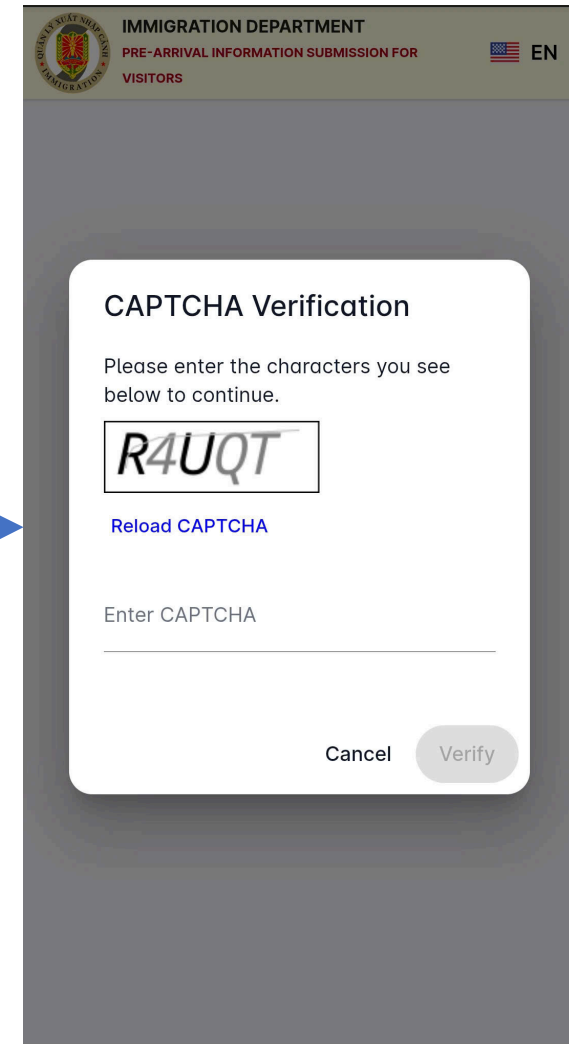
Accommodation Address
Holiday Inn & Suites Saigon Airport,
18E Cong Hoa, Tan Son Nhat Ward,
Ho Chi Minh City

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]**.

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 PAI (Pre-Arrival Information) system interface. The left screenshot shows the 'Lookup & Update Declaration' screen with a modal for 'Lookup by QR code'. The modal contains a 'Passport Number *' field with a red asterisk indicating it is mandatory, and a 'Submit' button. Below the modal, there are buttons for 'Look up', 'Scan QR', and a link for 'Forgot number (PAI)'. The right screenshot shows the 'Province / City of Hotel' and 'Ward / Commune of Hotel' fields, followed by the 'Accommodation Address' (Holiday Inn & Suites Saigon Airport, 18E Cong Hoa, Tan Son Nhat Ward, Ho Chi Minh City), 'Workplace Information' (indicated by a dash), and 'Date of departure from Vietnam (DD/MM/YYYY GMT+7)'. At the bottom, there are buttons for 'View QR' and 'Edit this submission', and a 'Clear lookup' button.

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](#)

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.

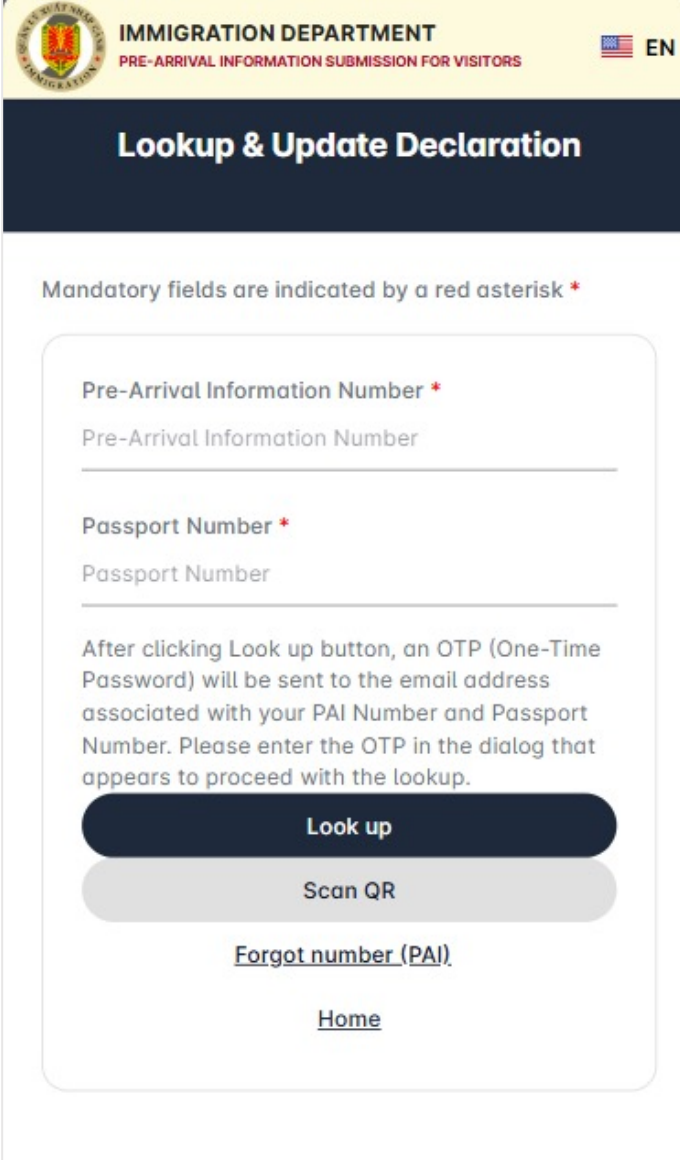
[Reload CAPTCHA](#)

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]**.



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](#)



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

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.

IMMIGRATION DEPARTMENT
PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS

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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.

[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.

The screenshot shows the 'Lookup & Update Declaration' interface. At the top, there is a header with the Immigration Department logo, the text 'IMMIGRATION DEPARTMENT PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS', and a language selector set to 'EN'. Below the header is a dark blue bar with the title 'Lookup & Update Declaration'. A note states: 'Mandatory fields are indicated by a red asterisk *'. The form contains two input fields: 'Pre-Arrival Information Number *' and 'Passport Number *', both with placeholder text. Below the inputs is a paragraph explaining that an OTP will be sent to the user's email and that they should enter it in a subsequent dialog. At the bottom of the form are four buttons: 'Look up' (dark blue), 'Scan QR' (light grey), '[Forgot number \(PAI\)](#)' (text link), and '[Home](#)' (text link).

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.

IMMIGRATION DEPARTMENT
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

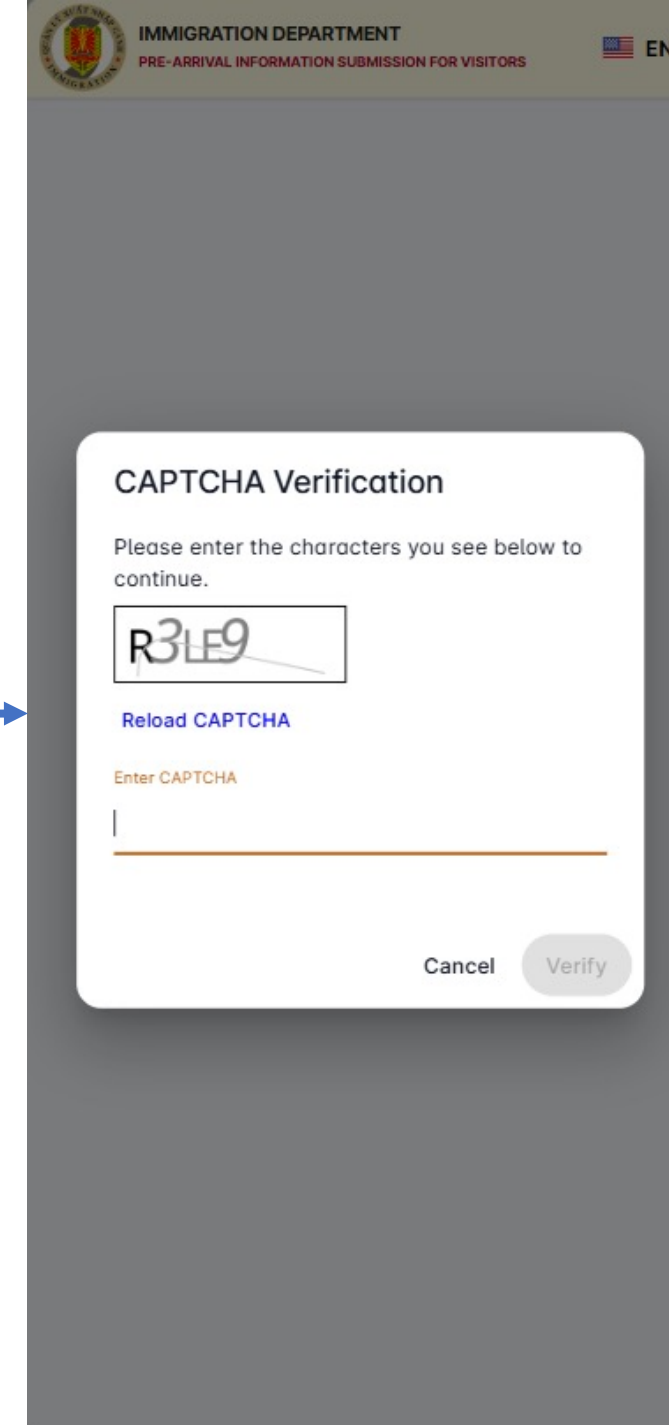
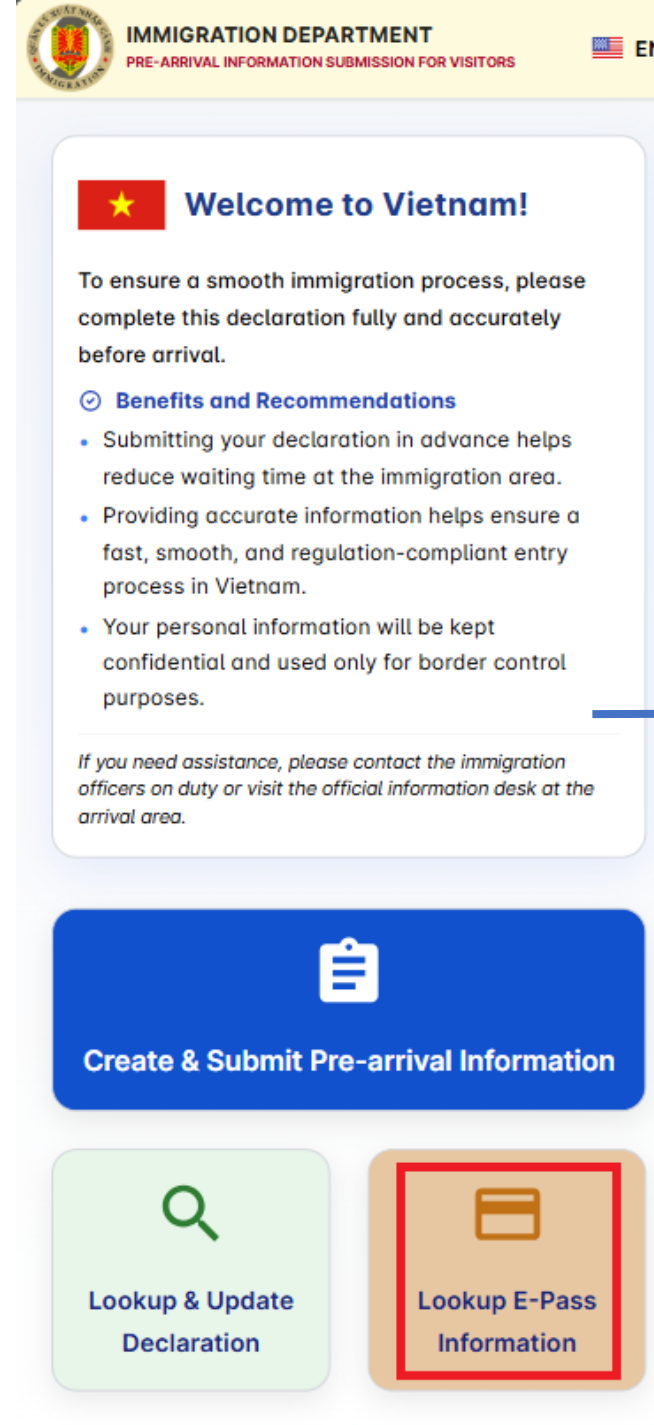
Submit

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.

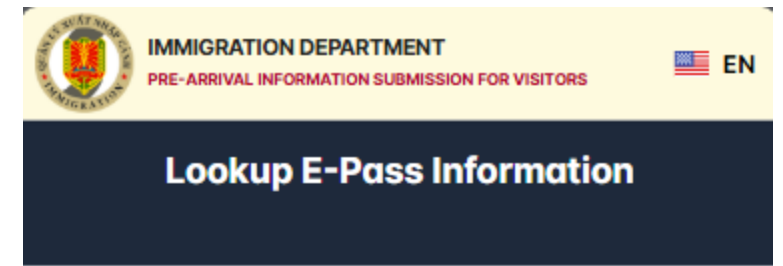
=> The system displays the verification code input interface.



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.

The screenshot shows a web form for the Immigration Department. At the top, there is a logo on the left, the text 'IMMIGRATION DEPARTMENT' and 'PRE-ARRIVAL INFORMATION SUBMISSION FOR VISITORS' in the center, and a flag icon with 'EN' on the right. The form contains three input fields: 'Date of Birth' with the value '21/04/1995', 'Date of Passport Expiry' with the value '31/05/2026', and 'Nationality / Citizenship' with the value 'Singapore'. A 'Look up' button is located at the bottom right of the form. Below the form is a section titled 'Arrival Summary Information' which displays the following details: 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.

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/>

