INTRODUCTION:

Royal Customs and Excise Department (RCED) had introduced the Vehicle Entry System (VES) for members of the public to register and get their vehicle pass online in order to cross borders.

VES is a web-based application which can be accessible any time, any where and on any devices (24/7).

This User Guide will provide step by step manual on how to register and get the VES pass.

STEPS:

1. Go to www.bdnsw.gov.bn portal and click ‘VES’ icon. It can be seen at the right side of the homepage.
2. Search for your Vehicle Registration.

- Enter your **Vehicle’s Registration Number, Engine Number and Chassis Number** and click ‘SEARCH’ button.

- If your Vehicle Registration already in the system, please follow this steps:
  - The system will show the registered vehicle on the screen based on data generated from SPD.
  - If you are the owner of the vehicle, please click the small box.

**Notes:**
An email will be sent to vehicle’s owner to notify them that their vehicle has been searched in the VES System. This only applicable if the vehicle’s owner has registered or updated their email address in the Sistem Pengangkutan Darat (SPD).
If you are not the owner of the vehicle, please ‘unclick’ the small box and enter your details namely your Identification / Passport Number and Name.

- If your Vehicle Registration does not appear in the system, please follow these steps:
  - Vehicle Registration does not appear in the system either the vehicle has not registered/updated in the SPD or you had provide wrong information about the vehicle. ‘Red words’ will pop-out.
- Please click on the ‘red words’ and online form will be appeared. Please complete the online form to proceed.
3. PRINT or SAVE your VES Pass (QR Code).

- There are two (2) ways to get your vehicle pass either by E-MAIL or PRINT to proceed.

- If you choose by E-MAIL, you have to enter your email address and click ‘Email Vehicle Pass’.

  ➢ The details and QR code will appear, click the small box at the bottom of the vehicle pass to confirm that all information submitted by you are correct and valid and click ‘Email’ button. Your vehicle pass will be sent to your email.
You may now open your email and receive the VES QR Code from RCED.

- If you choose to PRINT, you have to click 'Print Vehicle Pass'.
QR code will appear and you can now print your VES Pass.

4. Scan your VES Pass (QR Code) at any Checkpoints when exiting or entering Brunei Darussalam.

For more information:

Please visit

**Customer Services Counter**
Groundfloor, RCED Headquarters,
Jalan Menteri Besar BSB BB3910
Negara Brunei Darussalam

Contact: 2382361 / 2382333

Email: info@customs.gov.bn