Provision of Technical Assistance to Enhance Vanuatu's Market for Energy Efficient Appliances

Assessment & Upgrade of Existing Vanuatu Electronic Single Window (VeSW) Registration System

November 2022
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<th>Abbreviation</th>
<th>Full Form</th>
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<tr>
<td>AC</td>
<td>air conditioner</td>
</tr>
<tr>
<td>CTCN</td>
<td>Climate Technology Centre and Network</td>
</tr>
<tr>
<td>DoE</td>
<td>Department of Energy</td>
</tr>
<tr>
<td>GCF</td>
<td>Green Climate Fund</td>
</tr>
<tr>
<td>MEPSL</td>
<td>minimum energy performance standards and labelling</td>
</tr>
<tr>
<td>MEPS</td>
<td>minimum energy performance standards</td>
</tr>
<tr>
<td>MOCC</td>
<td>Ministry of Climate Change Adaptation, Meteorology and Geo-Hazards, Environment, Energy and Disaster Management</td>
</tr>
<tr>
<td>M&amp;E</td>
<td>monitoring and evaluation</td>
</tr>
<tr>
<td>MV&amp;E</td>
<td>monitoring, verification, and enforcement</td>
</tr>
<tr>
<td>NDC</td>
<td>Nationally Determined Contributions</td>
</tr>
<tr>
<td>PAD</td>
<td>Pacific Appliance Database</td>
</tr>
<tr>
<td>PRS</td>
<td>product registration system</td>
</tr>
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<td>RCA</td>
<td>Registration Certificate Application</td>
</tr>
<tr>
<td>S&amp;L</td>
<td>standards and labelling</td>
</tr>
<tr>
<td>TA</td>
<td>technical assistance</td>
</tr>
<tr>
<td>UNCTAD</td>
<td>United Nations Conference on Trade and Development</td>
</tr>
<tr>
<td>UNEP</td>
<td>United Nations Environment Programme</td>
</tr>
<tr>
<td>UNFCCC</td>
<td>United Nations Framework Convention on Climate Change</td>
</tr>
<tr>
<td>U4E</td>
<td>United for Efficiency</td>
</tr>
<tr>
<td>VeSW</td>
<td>Vanuatu Electronic Single Window</td>
</tr>
<tr>
<td>VESWP</td>
<td>Vanuatu Electronic Single Window Project</td>
</tr>
<tr>
<td>VRN</td>
<td>Vanuatu Registration Number</td>
</tr>
</tbody>
</table>
1 INTRODUCTION

This Assessment & Upgrade of Existing Vanuatu Electronic Single Window (VeSW) Registration System report was prepared for the Department of Energy (DoE) within the Ministry of Climate Change Adaptation, Meteorology, Geo-hazards, Energy, Environment and National Disaster Management Office under the “Enhance Vanuatu’s Market for Energy Efficient Appliances” project, funded by the Green Climate Fund (GCF) through the Climate Technology Centre and Network (CTCN). The project objective is to support accelerating the transition to energy-efficient appliances through 1) improvement of the recently introduced standards and labelling programme; 2) introduction of the monitoring, verification, and enforcement (MV&E) activities and a product registration system; and 3) introduction of financial mechanisms.

Implementation of the project is carried out through the following 5 tasks.
- Task 1 - Development of implementation planning and communication documents
- Task 2 - Comprehensive market and policy analysis for higher efficiency refrigerators, freezers, air conditioners, and lighting products
- Task 3 - Assessment and upgrade of the existing Vanuatu Electronic Single Window (VeSW) registration system and development of an MV&E plan
- Task 4 - Development of financing mechanisms for the incentivization towards the purchase of energy efficient appliances
- Task 5 – Project closure

This report summarizes findings from the assessment of the Appliance Registration Certificate Module in the existing Vanuatu Electronic Single Window (VeSW) registration system. The registration module is used for product registration and certification under the Minimum Energy Performance Standards and Labelling (MEPSL) programme in Vanuatu. The report also provides recommendations on possible improvements to the process and upgrades to the energy appliance product registration system.

1.1 Objectives and Methodologies of Assessment of Vanuatu Electronic Single Window (VeSW) Registration System

The main objectives of the assessment of the Appliance Registration Certificate or “Energy” Module (product registration system) in the existing Vanuatu Electronic Single Window (VeSW) system are to:
- Review and understand legislation and regulatory requirements, limitations, standard operating procedures, and pre-existing product registries or databases related to the importation of appliances and lighting products;
- Examine performance gaps (in registration, tracking, and approval) of the module;
- Identify the areas that need improvement on appliance product registration process/system; and
- Formulate a set of recommendations for DoE to accelerate product registration activities under MEPSL programme.

The review and assessment were based on desk research, consultations with DoE and the Single Window team, and DoE’s demonstration on how the existing product registration system is used for data entries and issuance of Import Certificates for Energy Efficient Appliances and Lighting. The assessment covered
the current workflow (for tracking and reporting), product registration process, features of the Energy module, etc. Findings from the assessment were used in identifying areas and/or functionalities that needed to be added or improved to help streamline routine business processes for optimal efficiency of issuing Import Certificates and reporting of the MEPSL programme.
2 BACKGROUND

2.1 MEPSL Legal & Regulatory Framework

In 2016, the Government of the Republic of Vanuatu promulgated the Energy Efficiency of Electrical Appliances, Equipment, and Lighting Products Act No. 24 of 2016. The objectives of the Act are to:

- Establish minimum energy performance standards (MEPS) for the electrical appliances, equipment, or lighting products in Vanuatu;
- Establish the standards for energy labelling of electrical appliances, equipment, or lighting product in Vanuatu;
- Regulate the supply of electrical products in Vanuatu;
- Establish a register of products;
- Prohibit the import into Vanuatu of products that are not energy efficient; and
- Provide for the registration of brands and models of products.

The Act was gazetted and effective on 29th March 2017. However, Vanuatu only started the implementation phase of the MEPSL programme following the approval of the Electrical Appliance, Equipment and Lighting Products (Importation Control) Regulation Order No. 126 of 2017 on 29th September 2017 by the Ministry of Climate Change Adaptation, Geo-Hazards, Environment, and Energy.

The Act and Regulations apply to both private (individuals) importers and businesses (wholesalers and retailers) who are importing these regulated products for their personal or business use. Before the importation of the regulated products, importers must obtain a valid “Registration Certificate” from the Department of Energy (DoE). On 15th December 2017, the original fees for the certificate of registration for commercial (sell or use in businesses) and non-commercial purposes which varied from VT4,000 to 6,000 were significantly reduced, and the new fees now range from VT1,000 to 2,000 depending on product classifications and application forms. On 10th September 2019, Schedule 9 – Penalties were also amended by Regulation Order No. 117 of 2019.

Product standards and other requirements under the Act are briefly summarized as follows:

- Regulated products must meet the minimum energy performance standard requirements of Australia, New Zealand, or identical, as set out in Column 2 of Schedule 1 under the Act;
- Brand and model of the product must apply to the Regulator, and the Regulator will issue a certificate confirming that the brand and model have been registered and complied with the standards requirement;
- Labelling of the regulated products must meet the energy labelling criteria requirements under Column 2 of Schedule 2 under the Act; and
- Description of the brand and model on the energy label must match the description on the product;

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2 A document issued by the Regulator to a person, which certifies that the models named therein have been registered by the Regulator as compliant with the relevant requirements

3 As specified in Schedule 8 of the Regulation Order No. 126 amended with Regulation Order No. 186 of 2017
• The product must not affix or display a label relating to energy efficiency or energy consumption on a product unless that label meets the requirement under the Act;
• The energy label must be affixed to the front of the product, and visible at the point of sale;

![Energy Rating Label](image)

**Figure 2-1: Star Rating Energy Label Used in Vanuatu (Identical to Australian/New Zealand Energy Rating Label)**

### 2.2 Product Categories Subject to MEPS and Energy Performance Labelling

The Act and Regulations enforce that all refrigerators, freezers, air conditioners, and lighting products imported to Vanuatu have to meet MEPS. In addition, household refrigerators and freezers, and air conditioners are required to affix energy performance labels. The product classes subject to the MEPS requirements (as set out in Column 2 of Schedule 1 under the Act) and the mandatory energy performance labelling requirements (as set out in Column 2 of Schedule 2 under the Act) are shown in Table 2-1. Energy performance testing standards for each product class referencing joint Australian/New Zealand Standards (AS/NZS⁴) are also specified in the table.

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⁴ A standard published jointly by Standards Australia and Standards New Zealand that describes a product type required to comply with MEPS and/or energy labelling, the procedures for testing energy efficiency and other aspects of product performance, the MEPS levels and the energy labelling requirements.
### Table 2-1: List of Product Classes Subject to Minimum Energy Performance Standards (Schedule 1) and Mandatory Energy Performance Labeling (Schedule 2)

<table>
<thead>
<tr>
<th>Product Class</th>
<th>Schedule 1 Column 2 Standards for Minimum Energy Performance Characteristics</th>
<th>Schedule 1 Column 3 Standards for Energy Testing</th>
<th>Schedule 2 Column 2 Standards for mandatory energy performance labeling</th>
</tr>
</thead>
<tbody>
<tr>
<td>Household refrigerating appliances: covered refrigerators, refrigerators, and freezers or freezers</td>
<td>AS/NZS 4474.2:2009</td>
<td>AS/NZS 4474.1: 2007 (incorporating amendments No.1 and 2)</td>
<td>AS/NZS 4474.2: 2009 (incorporating amendments No.1 and 2)</td>
</tr>
<tr>
<td>Fluorescent lamp ballasts</td>
<td>AS/NZS 4783.2:2002 Part 2 Energy labeling and MEPS requirements</td>
<td>AS/NZS 4783.1: 2001 Part 1: Method of measurement</td>
<td>-</td>
</tr>
</tbody>
</table>
In addition to the abovementioned product classes, Vanuatu has approved inclusion of clothes washers and televisions in the MEPSL regulation on 17th February 2023, and relevant testing, MEPS, and labeling requirements are shown in the Table 2-2.

**Table 2-2: Additional Product Classes Subject to MEPS and Mandatory Energy Performance Labelling in 2023**

<table>
<thead>
<tr>
<th>Product Class</th>
<th>Schedule 1 Column 2 Standards for Minimum Energy Performance Characteristics</th>
<th>Schedule 1 Column 3 Standards for Energy Testing</th>
<th>Schedule 2 Column 2 Standards for mandatory energy performance labeling</th>
</tr>
</thead>
</table>

### 2.3 Registration Process for Imported Appliances

#### 2.3.1 Import Certificate/Permit

Before importing any regulated products, importers must register each brand and model of the regulated products to be imported and obtain valid “Import Certificates” or “Import Permit” approved by DoE. Note that each import certificate/permit will be assigned with a unique certificate number. According to the Act, an application for registration of a brand and model of a product must be made using the form as specified in Table 2-3.

**Table 2-3: Forms for Applying for Registration of Imported Appliances under MEPSL Programme**

<table>
<thead>
<tr>
<th>Form</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form A</td>
<td>Used by a trader (or person) when applying for a certificate of Registration (in the name of the applicant) for the regulated electrical products that are already registered (under the same brand and model number) as compliant with the relevant MEPSL standards in Vanuatu, Australia, New Zealand, or Fiji.</td>
</tr>
<tr>
<td>Form B</td>
<td>Used by a trader (or person) when applying for a Certificate of Registration (in the name of the applicant) for the regulated electrical products that are already registered that are NOT already registered (under the same brand</td>
</tr>
</tbody>
</table>
and model number) as compliant with the relevant MEPSL standards in Vanuatu, Australia, New Zealand, or Fiji.

Source: Department of Energy

Table 2-4 provides information on which Form (summarizes the information that is needed for the Regulator to assess whether a product meets the requirements in Schedules 1 and 2 under the Act.

**Table 2-4: Processing Registration for Applying for Imported Certificates under Forms A and B**

<table>
<thead>
<tr>
<th>Coverage</th>
<th>Form A Products</th>
<th>Form B Products</th>
<th>Form C Products</th>
</tr>
</thead>
<tbody>
<tr>
<td>- For products that are already registered in an approved country</td>
<td>- For products that are identical to products already registered in another approved country (the “source model”) but which will be imported into Vanuatu under a different brand name and/or model number. They will need to be registered under the brand and model number under which the model will be imported to Vanuatu.</td>
<td>For products that are NOT registered in any approved country.</td>
<td></td>
</tr>
<tr>
<td>(Australia, New Zealand, or Fiji). These products are listed on Energy Rating’s website (Australia); EECA’s website (New Zealand); and - For products that are already registered in Vanuatu. These products are listed on the ‘Approved Energy Efficient Appliances’ link.</td>
<td>- For products that are identical to products already registered in another approved country (the “source model”) but which will be imported into Vanuatu under a different brand name and/or model number. They will need to be registered under the brand and model number under which the model will be imported to Vanuatu.</td>
<td>For products that are NOT registered in any approved country.</td>
<td></td>
</tr>
</tbody>
</table>

Documents required for each application form of registration:

- A registration number in the approved country or Vanuatu, and the expiry date, so can be transferred to the Vanuatu registration.
- A supporting letter from the manufacturer confirming that the products are identical in their energy performance even though they have different brand names and/or model numbers. A copy of the label.
- A laboratory test report from a recognized testing laboratory.
- A copy of the label.

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7 Check at Australia, New Zealand, or Fiji database
Apart from applying for registration of products and issuing the import certificate above, the use of the application forms, specifically Form B, product registration (for products not already registered elsewhere – Category C), the applicant must attach a copy of the energy test report and a copy of the label.

The manufacturers/suppliers will then have to buy a copy of the AS/NZS standards (if they do not already have them) and arrange sample testing of their product (Form B). These tests can be done anywhere, either in the manufacturer's laboratory or an independent laboratory, provided that the testing laboratories meet the requirements specified in relevant AS/NZS standards. After that, the manufacturer checks the results to ensure that the product complies with the MEPS level - if not, it is illegal to export them to Vanuatu (or Australia/ New Zealand).

If the model passes MEPS, the manufacturer then calculates the star ratings, prints the AS/NZS labels, and attaches them to all the products that they intend to ship to Vanuatu. (Alternatively, they could send the labels to the retailer in Vanuatu to attach them in the shops).

It does not matter who prints or attaches the labels as long as they comply with the standards and the labels are attached at the point of sale. The labels will be normally provided to the retailers/importers by their suppliers (usually the manufacturers) after the product testing. The importers must inform the manufacturer/supplier in the importing country that the products to be sent to Vanuatu must comply with the AS/NZS standards.

### 2.3.2 Vanuatu Registration Number

The Vanuatu Registration Number\(^8\) or VRN is the "primary registration" for each product model which will be created when the importer registers or imports a product model to Vanuatu for the first time\(^9\). The VRN for each product model is unique, and each import certificate may contain single or multiple VRN records, as shown in Annex II.

In case, an importer wants to import a product model which has already been assigned with a VRN. They can just simply reference the existing VRN in their new import certificate application. Since the existing

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8 Registration number of the product in Vanuatu if the product is already registered in Vanuatu

VRN on the new import certificate application has the same legal status as the primary registration, the registration officer can recommend approval of the application without re-evaluation of the said product model. Through this provision, one VRN can appear in multiple import certificates. However, if a specific product model is later found to be non-compliant and its registration is cancelled, then all import certificates issued for that particular product model become invalid.

Although VRN is transferable, the import certificate is not transferable. Therefore, the importer must obtain a new certificate under their name, even if they are importing the exact brand and models previously imported by someone else. Once, the importer obtains an import certificate, the Act does not limit the number of times an importer can use a valid import certificate to import products.

### 2.3.3 Product Registration Process

The roles and responsibilities of importers and DoE in the product registration process are briefly summarized in Table 2-5.

**Table 2-5: Roles and Responsibilities of Importers and DoE in the Product Registration Process**

<table>
<thead>
<tr>
<th>Importers</th>
<th>Department of Energy</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Submit an application for MEPSL import certificates to DoE. There are two options for applying for registration for imported appliances: under Form A(^{10}) or Form B(^{11}). Regulated products must meet the minimum energy performance standards requirement of Australia, New Zealand, or identical, as set out in Column 2 of Schedule 1 under the Act;</td>
<td>• Evaluate the application and verify that specific models of regulated products comply with the MEPS and energy labelling requirements of the Act (Energy Appliance Officer);</td>
</tr>
<tr>
<td>• Provide supporting documents such as a copy of a test report made by an approved relevant test authority and product specifications from a recognized testing authority (Laboratory) to the regulator (if requested);</td>
<td>• Approve the registration and sign a Certificate in the name of the applicant (Energy Regulator or Director of DoE);</td>
</tr>
<tr>
<td>• Pay a registration fee to register the product (brand &amp; model);</td>
<td>• Keep records of a register of compliant products.</td>
</tr>
<tr>
<td>• Be liable for meeting any re-export and disposal cost of any prohibited imported products.</td>
<td></td>
</tr>
</tbody>
</table>

Source: Department of Energy

The process flow for applying the registration as well as approval of an import certificate for electrical appliances is shown in Figure 2-2.

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\(^{10}\) [https://tradeportal.gov.vu/media/Form%20A_1.pdf](https://tradeportal.gov.vu/media/Form%20A_1.pdf) – Form A

\(^{11}\) [https://tradeportal.gov.vu/media/Form%20B.pdf](https://tradeportal.gov.vu/media/Form%20B.pdf) – Form B
Technical Assistance to Enhance Vanuatu’s Market for Energy Efficient Appliances

**Figure 2-2: Application of Import Certificates for Electrical Products as Specified in the Act**

Modified from: http://singlewindow.gov.vu
3 Adoption & Operation of Appliance Registration System in Vanuatu

Following the commencement of the MEPSL programme in 2017, registration for import certificates was carried out through a paper-based system through which importers submitted Form A or B applications with all necessary supporting documents. The average processing time for DoE to handle each paper-based application was at least 10-14 days. Full records of import certificates were maintained in Excel spreadsheets.

To reduce the administrative burden of DoE in regulating the importation of appliances, an online product registration software was developed in 2020. This online registration system also helps to ensure more effective border control as the database system directly links with the Customs clearance process for the appliance imports. Details of adoption and current operation of product registration system are described below.

3.1 Adoption of the Appliance Registration Certificate Module in VeSW System

The initiation and development of DoE’s Appliance Registration Certificate or “Energy” Module (previously, known as the “Type Approval” Module), within the Vanuatu Electronic Single Window (VeSW) system, had started in September 2020 and the module was completed and officially launched on 27th of April 2021. The Energy Module was developed aiming to facilitate the application and processing of import certificates for energy-efficient electrical appliances as set out in the Act No. 24 of 2016, which include air conditioners, refrigerators & freezers, and lighting products.

A "single window" is defined as a system that integrated processes among cross-border regulatory agencies, customs, and other government bodies, allowing traders to electronically submit import and export paperwork through a single interface (UNCTAD).

**Vanuatu Electronic Single Window (VeSW) Project** is implemented under the Ministry of Tourism, Trade, Commerce, and NiVanuatu Business. The overall objective of the VeSW project is to expand Vanuatu’s GDP through increased exports. The project outcome is to increase Vanuatu’s competitiveness through the reduction of cost and time of trading across its borders.

The Project is funded by the Enhanced Integrated Framework (EIF) and the Australian Government. The Vanuatu Government is also providing an in-kind contribution towards the project, in terms of personnel and ICT support. The main implementing partner in the Project is United Nations for Trade and Development, UNCTAD.

*More information on the Vanuatu Electronic Single Window System is available on the system portal: https://singlewindow.gov.vu*
The Energy Module is designed to be used by importers or their agents in Vanuatu to apply for the approval of energy-efficient appliances that meet MEPS, and required validation and approval from the Energy Security Unit (ESU), under DoE for regulating the importation of appliances. The real-time data of registered appliances are linked directly from the VeSW system to the DoE’s website to assist importers to search if appliances have already been registered in Vanuatu. Only customs brokers or agents with access to the Energy Module in the VeSW system can launch an application on behalf of a client or importer to register a particular product model and obtain a registration certificate.

Before launching the module, the VeSW Project (VESWP) team and the Energy Security Unit conducted a transfer of past data (valid import certificates, which had a validity date of 3 years) into the VeSW system since it contained information on appliances that were already registered in Vanuatu to ensure a smooth connection to Customs clearance. Some of the data were dated as far back as 2018, since the enactment of the Energy Efficiency Appliance legislation in 2017.

To ensure national conformity with the regulatory requirements and system processes, the training was conducted for agencies’ Officials, Customs Brokers, and Traders in Port Vila, Luganville, and Santo on energy regulatory requirements and how to use the Energy Module.

Under this module, DoE-authorized officers will manage and maintain the registrations only. The VESWP office is responsible for system management and maintenance, assisted by the Project Implementing Partner, UNCTAD (United Nations Conference on Trade and Development) project team. Shown in Figure 3-1 is a screenshot of the online application form of the Energy Module.

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12 Vanuatu Electronic Single Window Project Monthly Newsletter, Issue 11, February 2021
13 https://unctad.org/annual-report-2021/asyncuda
3.2 Operation of the Appliance Registration Certificate Module in VeSW System

The registration process in the Energy Module in the VeSW system has been simplified and there is no provision of Form A and Form B application for Category A and B products/certificates, as illustrated in Figure 2-2. The Energy Module will instead automatically assign each online application into a specific product category (Category A or B) based on the provision of AS/NZS registration number.

Once an application has been submitted through the Energy Module, it will be the responsibility of an officer of DoE to check that it is complete and contains no errors. If it is incomplete, the officer must contact the applicant to request more information. DoE-authorized officers and the Regulator with access to the system will log in to review and assess the application, then get it approved. For more details on DOE’s procedures to manage and approve import certificate, it can be found at Annex IV - Appliance Registration Certificate Module - Standard Operating Procedures: Minimum Energy Performance Standards and Energy Labelling (MEPSL) for Appliance and Lighting Import Certificate\textsuperscript{14}.

\textsuperscript{14} http://singlewindow.gov.vu/files/DOE%20SOP%20Import%20Certificates%20MEPSL%20Products.pdf
There may be several applications pending approval at any given time, and it is required to keep track of them, especially as the Act obliges the Regulator to decide on applications within 14 days of receiving all the necessary information. Once a certificate has been approved, it is automatically linked with all Customs declarations for customs/brokers to check and view it. All certificates will be issued via the Energy module, and the importers can print them from the system on their own after DoE’s approval.

A registration fee has to be paid to print out the Certificate from the system. Each registration certificate will be valid for a period of 3 years, or as long as the model remains registered in any of the approved countries.

Please refer Annexes V and VI for more details for importers/agents on "How to Submit a Registration for Certificate Application - Brief instructions for Importers or their Agents (the Applicant)" and "How to Write-off DOE Import Certificates (Energy Certificate Link to Customs)".


4 REVIEW & ASSESSMENT OF APPLIANCE REGISTRATION SYSTEM

Review and assessment of the Energy Module were carried out through various aspects pertaining administration and operation of the module. Main findings from the review and assessment are summarized below.

4.1 Expiry Dates of Category A

Interviews with DoE have revealed that over 90% of product registration applications to date are under Category A. According to the MEPSL programme, the validity period of a Category A registration relies on the product already being registered in another country (either under the same or a different brand name and model number). However, the Energy Module automatically sets the expiry dates of all Category A registrations as 3 years and this function is in conflict with the regulatory requirements.

4.2 Registration Status “Superseded” (Grandfathered Products)

Since the promulgation of the MEPS regulations in Vanuatu in 2017, multiple revisions have been made to test method standards and MEPS for some of the product classes (i.e., appliances, equipment and lighting products) in Australia and New Zealand\(^\text{17}\). These revisions have not yet been reflected in the current MEPS and labelling regulation in Vanuatu. To resolve any inconsistencies in MEPS and test methods with recognised countries’ MEPS programs, updating or revising the Vanuatu regulation to harmonise with any revised Australia, New Zealand test method standards and MEPS is required.

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The revision of MEPS will result in an increase in the performance requirements, which some currently registered products will no longer be able to comply with. In this situation, these products will no longer be able to be imported into the country from the date at which the revised performance standard comes into force. This date is referred to as the “grandfather date” for these soon-to-be non-compliant products and effectively becomes a proxy expiry date for the product’s registration. Any units of such a product that are already in the country prior to the grandfather date are still able to be sold.

If Vanuatu government decides to harmonise regulations to the current versions in Australia and New Zealand, Category A and B products must require the additional data input field of ‘grandfather date’ and “Superseded” (outdated) registration status of a product to be recorded in the system. The status of the existing registration/certificate as a result should be flagged to “Superseded” (outdated) when change in status of product happened.

DoE must also transit products from superseded or outdated products within specified time frames to ensure only currently compliance products are available in the market or status of registered products are updated and shown correctly in the system.

4.3 Data Tracking

To analyze and evaluate the impact of the MEPSL programme, data collection and tracking are probably the most important aspects for the programme evaluation and improvement. Meaningful data tracking and reporting will enable DoE to establish baselines, identify energy performance level, trends, and energy use patterns among consumers, and assess impacts.
Based on the interviews with DoE, the numbers of the approved models in the database can now only be differentiated based on the certificates by year and product category A or B. DoE does not keep records or extract records of energy efficiency data from test result reports and cannot provide information on energy label ratings and energy consumption for each certified model. Each record of the certified models is not organized to enable mapping and sorting with registration date and expiry date.

Table 4-1 identifies key data types which are important to MEPSL programme tracking, monitoring and evaluation, however these have not been collected and are considered important for regular tracking and gathering.

**Table 4-1: List of Recommended Data to Collect and Store in the VeSW System**

<table>
<thead>
<tr>
<th>Data</th>
<th>Purpose and Utilization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Units (imports)</td>
<td>This data will be helpful for DoE to understand market status, trends and the anticipated growth in the market for these energy-efficient products including assessing energy saving potential under the MEPSL programme.</td>
</tr>
<tr>
<td>Energy Efficiency Data</td>
<td>It is important for DoE staff to extract some key data from the test reports, otherwise compare them with Energy Rating Database and keep records of those energy performance data, technical product specifications and enter them on the (modified) application form (in addition to attaching PDF or image files) or in the spreadsheet. These are critical to DoE’s subsequent activities on monitoring and impact analysis. This data can also be used to search the Vanuatu database for registered products that no longer meet performance criteria (MEPS) in Vanuatu and for consumers to compare product efficiency.</td>
</tr>
<tr>
<td>Sub-categorization of each product type</td>
<td>Provide more information or sub-categorize each approved model to support tracking and analyzing data.</td>
</tr>
<tr>
<td>HS Codes</td>
<td>This information is to help identify or sub-categorize each approved model to support tracking and analyzing data.</td>
</tr>
<tr>
<td>Importer contact information</td>
<td>Facilitate DoE’s communication/ verification</td>
</tr>
<tr>
<td>Linking expired registration with new registration</td>
<td>This is to track how the same models/products have been available over time (product trends). Therefore, it is important to have a record of previous certification on new registration.</td>
</tr>
</tbody>
</table>

It should be noted that different appliances use different sets of energy performance parameters and product categories. Table 4-2 provides basic information on energy performance parameters which are important for certification, monitoring and evaluation of the MEPSL programme. While Table 4-3 provides additional information on sub-categorization of each approved model to support analysing data.

**Table 4-2: Energy Performance Parameters**

<table>
<thead>
<tr>
<th>Appliance</th>
<th>Energy Performance Parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigerator/Freezers</td>
<td>Annual energy consumption (kWh/year)</td>
</tr>
<tr>
<td></td>
<td>Energy efficiency ratio (R)</td>
</tr>
<tr>
<td></td>
<td>Energy consumption (kWh/year)</td>
</tr>
<tr>
<td></td>
<td>Refrigerant</td>
</tr>
</tbody>
</table>
### Table 4-3: Product Categorization and Grouping

<table>
<thead>
<tr>
<th>Appliance</th>
<th>Energy Performance Parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td>Refrigerator/Freezers</td>
<td>Categorized or grouping based on 7 Groups under AS/NZS</td>
</tr>
<tr>
<td></td>
<td>- Single Door</td>
</tr>
<tr>
<td></td>
<td>- Two Door Fridge/Freezer</td>
</tr>
<tr>
<td></td>
<td>- Side by Side Fridge/Freezer</td>
</tr>
<tr>
<td></td>
<td>- Freezer Chest</td>
</tr>
<tr>
<td></td>
<td>- Freezer Upright</td>
</tr>
<tr>
<td></td>
<td>- Wine Storage Cabinet</td>
</tr>
<tr>
<td>Air Conditioners</td>
<td>Categorized or grouping based on 23 product classes under AS/NZS</td>
</tr>
<tr>
<td></td>
<td>- Single Split</td>
</tr>
<tr>
<td></td>
<td>- Double/Triple Split</td>
</tr>
<tr>
<td></td>
<td>- Window Wall</td>
</tr>
<tr>
<td></td>
<td>- Portable Cooler</td>
</tr>
<tr>
<td></td>
<td>- Packaged</td>
</tr>
<tr>
<td>Lighting Products</td>
<td>LED Product Type</td>
</tr>
</tbody>
</table>
## Technical Assistance to Enhance Vanuatu’s Market for Energy Efficient Appliances

<table>
<thead>
<tr>
<th>Appliance</th>
<th>Energy Performance Parameters</th>
</tr>
</thead>
<tbody>
<tr>
<td>LED Bulbs</td>
<td>- Directional</td>
</tr>
<tr>
<td></td>
<td>- Non-directional</td>
</tr>
<tr>
<td>LED Tubes</td>
<td></td>
</tr>
<tr>
<td>LED Ceiling Lights/Downlights (Round/Square/Flush Mount)</td>
<td></td>
</tr>
<tr>
<td>LED Strips</td>
<td></td>
</tr>
<tr>
<td>LED Floodlight &amp; Spotlight</td>
<td></td>
</tr>
<tr>
<td><strong>Televisions</strong></td>
<td>- CRT</td>
</tr>
<tr>
<td></td>
<td>- LCD</td>
</tr>
<tr>
<td></td>
<td>- LCD (LED)</td>
</tr>
<tr>
<td></td>
<td>- OLED</td>
</tr>
<tr>
<td></td>
<td>- Laser</td>
</tr>
<tr>
<td></td>
<td>- Plasma</td>
</tr>
<tr>
<td><strong>Clothes Washers</strong></td>
<td>- Top Loading</td>
</tr>
<tr>
<td></td>
<td>- Front Loading</td>
</tr>
<tr>
<td></td>
<td>- Twin Tub</td>
</tr>
</tbody>
</table>

### 4.4 Information on Certified Products on DoE’s Website

The database of approved energy efficient appliances is currently accessible through the DoE website on the “Approved Energy Efficient Appliances” page and the VeSW Portal. The registration database as shown on the DoE website and VeSW portal, provides information on the Vanuatu registration number, brand, model, HS code, and product type (see Figure 4-3).

However, information on energy rating level, energy performance and energy consumption, which allow consumers to compare the energy efficiency rating and running cost into their purchasing decision on similar products, are not public available.

### 4.5 Information of Non-compliance Cases for Supporting MV&E Activities

Under the MEPSL programme, all products generally go through three phases i.e., 1) New registration of regulated products; 2) Monitoring, Verification and Enforcement (MV&E), and 3) Re-registration or renew of expired certificates (every 3 years). The existing Energy Module within VeSW system has only supported operations of the first and third phase (registration and renewal of expired certificates), and there is no feature/function enabling linkages between valid and/or expired certificates with records and documentation of MV&E related activities, i.e., post-market surveillance after products have been approved and released to the market. As a result, two sets of data necessary for monitoring effectiveness of the MEPSL programme are separately maintained and manually merging these sets of data is a resource consuming task.
4.6 Automated Email Notifications of Expiration, Cancellation, and Grandfathering of Certificate for Stakeholders

Currently, all submissions, approvals, payments, and clearance can be done in the system. There are email notifications to remind the DoE when there is a new application; however, there are no notifications to remind the applicants or importers of their expiry dates and cancellation of certificate based on document reviews and discussion with DoE. All are required to take note of their certificate validity and monitor/check the status of their applications in the system.

**Email Notifications**

- **Submitted**
  - Recipient: Importer
  - Sent when an applicant submits a product registration application for approval

- **Product Registration Submitted**
  - Recipient: Energy Security Unit
  - Sent when the applicant submits the product registration

- **Product Registration Accepted**
  - Recipient: Energy Security Unit and Director (Approving person)
  - Sent when the energy appliance officer reviews and accepts the product registration

- **Approval**
  - Recipient: Importer and DOE's finance officer
  - Sent when the program manager approves a product registration application

- **Need more information (Send Notes)**
  - Recipient: Importer
  - Sent when the program manager needs additional information from the Applicants

- **Rejected**
  - Recipient: Importer
  - Sent when the program manager reject a product registration application

- **Record Expiring**
  - Recipient: Importer
  - Sent 6 months before a product registration record is to expire

- **Record Expired**
  - Recipient: Importer
  - Sent when a product registration reaches its expiry date

- **Record Deregistered (Revoked/ Cancelled)**
  - Recipient: Importer
  - Sent when a product registration is revoked/ cancelled after approval

- **Record Superseded (Grandfathered period is ended)**
  - Recipient: All Importers
  - Sent when a regulation is amended/revised and the registration ends prior to the usual expiry date – send 90 days before it reaches grandfathered date

*Figure 4-4: Email Notifications in the VeSW System*
5 RECOMMENDATIONS & CONCLUSIONS ON MODIFICATION OF DOE’S APPLIANCE REGISTRATION CERTIFICATE MODULE IN VANUATU ELECTRONIC SINGLE WINDOW (VesW) SYSTEM

The Appliance Registration Certificate Module (Energy Module) in the Vanuatu Electronic Single Window (VeSW) registration system has been proven to reduce overall time in processing compliance screening, application assessment, issuance of certification, and receipt from 10-14 days to around 5 days and to eliminate paper from the registration process. The importers/applicants can also view and access the listing of valid product certifications on DoE’s website.

Based on reviews of current practice in the Monitoring, Verification and Enforcement (MV&E) activities and VeSW registration system, undertaken as part of the implementation of MEPS for energy-efficient appliances, the registration and certification process has been enhanced and facilitated paperless operation and administrative work loaded for DoE. However, the limitations of data analysis and reporting still exist due to insufficient information collection from the product registration process such as energy performance data. Current product registration forms require revision to allow for the collection of product performance data, which will enable proper maintenance of the registry for outdated Category A, B and C products. Improvement of data management i.e., effective extraction or tracking and organizing key information from data collected by DoE, will also provide more capability of performing data reporting and analytics to help drive decision-making and MEPSL programme planning.

Having an effective reporting and tracking system not only ensures the MEPSL programme’s evaluation, planning but also assures an effective and transparent communication process so that consumers can get real-time and updated information for their purchasing decision of high energy efficient product.

In addition, if Vanuatu government decides to harmonise regulations to the current versions in Australia and New Zealand, status of product registration, “superseded” is required to be added and the system will need to modified for additional data fields such as “grandfather date” including managing transition from existing approved to superseded products.

Based on discussions with the Single Window Team, the proposed recommendations on the Energy Module’s modification would commence after the approval by Parliament of the budget for the activities under the Vanuatu Electronic Single Window Project (VESWP). The official approval is expected in March or April 2023.

Details of recommendations on proposed modification of DoE’s Energy Module are listed below:

- Setting Custom Expiry Dates of Category A and B

It is recommended that the system should enable DOE’s staff to differently set expiry date of Category A and B in order to be in line with expired date of those countries’ registration (Australia, New Zealand, or Fiji). The system should also enable sorting for the expiry dates and exporting its data fields associated with each certified product in order to analyse data and report.
• Adding Registration Status “Superseded” (Grandfathered Products)

In terms of the system, if regulations are harmonised to the current versions in Australia and New Zealand, the grandfather date input field with customized date function is recommended to be added to the system and set to which is earlier than the expiry date on the certificate. If the grandfather date has passed, the registration status must be automatically changed from “Approved” to be a newly added status called “Superseded”.

“Superseded” is the registration status of the product when the new regulation date goes into effect and the grandfathered/grace period is ended, a current certificate is no longer valid.

• Adding Data Tracking

It is recommended to improve the online form to add the parameters below for each imported model/product and allow DoE to export from the system to support tracking and analysing impact of MEPSL programme. This also aims to provide DoE with a record of baseline data to support policymaking and serves as a storehouse of ancillary information and data about products on the market.

- Number of imported units of each model
- Energy efficiency data
- Sub-categorization of each product type
- HS Codes (6 digit)
- Importer contact information
- Linking expired registration data with new registration

• Communicating and reporting certified products to consumers

As the database is linked to the public, it is recommended to improve the front-end of consumer access that will help them easily find the most energy efficient models of the appliance they wish to buy and obtain key product information. The system should enhance the transparency of communication about product performance and related savings potential and provide real-time information so that the consumers get the recent product status update through the tracking system if the relevant product certification has expired. The consumers should be also able to visibly see and compare the energy efficiency level and energy rating star data of each product is associated with.

This recommendation is referred to in recommendation on Adding Data Tracking above, as mentioned, the additional input fields should be added to an existing form to track key product performance data including energy efficiency data. If this can be captured on the application, it can be programmed to automatically display on the DoE website and VeSW portal to assist consumers.

• Clarifying non-compliance Cases of Products within the system for supporting MV&E activities

During the MV&E phase, DoE can use the list of approved models in the system to analyse and select sampling models of the product and undertakes testing by the applicable standard. The DoE’s program administrator will then randomly perform product compliance verification through independent product
performance tests or else performing desktop verification for reviews of AS/NZ compliance check testing (for Cat A product).

For any sampled products that are found to be non-compliant, the importer should see their registration status revoked/cancelled or deregistered and receive further enforcement actions. The results of these verification and enforcement activities, i.e., non-compliance cases after surveillance inspection of periodic assessment of the product should be recorded and documented in the application of each product within the system. As described, it is important to keep a historical record of non-compliance cases in the application of each product within the system. Each application should therefore have a clarification tab or comment field for DoE to enter text to write the reason or clarify why this registration becomes deregistered.

- Configuring automated email notifications of expiration, cancellation, and grandfathering of certificates for stakeholders

The system should provide email reminder or alert concerning the expiry and the grandfathering period being executed. This includes cancellation of product registration when conducting post-market surveillance and non-compliance found. It is therefore recommended that the system should be additionally configured automated email alerts on expiry date, cancellation/deregistration of approved product, and the end of the grandfathering period (if decide to harmonise regulations to AS/NZ’s current versions) to importers.

If an approved product has been cancelled/deregistered due to non-compliance (conducting post-market surveillance as describe in 4.6) and the cancellation date (certification end date) of the approved product has not been reached, the system should send email notification to importer.

In case of expiration and end of grandfathering dates, configuring automatic email should be scheduled to send a discontinuation notice 90 days (60 days, 30 days, 15 days) prior to expiry date and the end of the grace period (grandfather date) to inform importers that their certificate is being expired or current coverage is being terminated and their certificate is no longer valid. On the certification expiration dates and the end of the grandfathering date, the system should also send automated notification emails to the importer and admin (DoE) that the certificate is not valid or superseded.

- Implementation plan for modification of existing Vanuatu Electronic Single Window (VESW) registration system

In addition to modifying the existing Energy module in the VeSW system, currently managed by the VeSW Project (VESWP) team, implementation through changes from the current product registration database to adoption of the Pacific Appliance Database (PAD) is another option proposed to DoE for improving practices to gain direct access and maintain data integrity and ownership. Following a discussion with DoE, the decision has been taken to continue using and modifying the existing VeSW system. A timeline for the implementation of modification of existing VeSW registration system is provided below.
<table>
<thead>
<tr>
<th>Activity</th>
<th>Timeline</th>
</tr>
</thead>
<tbody>
<tr>
<td>Discussion with DoE on proposed function modification and mutual evaluations and finalise an update to recommendations</td>
<td>January 2023</td>
</tr>
<tr>
<td>Discussion with the Vanuatu Electronic Single Window Project (VESWP) team on agreed recommendations, which will be incorporated into the VESWP’s 2-years workplan (currently, Phase III)</td>
<td>February – March 2023</td>
</tr>
<tr>
<td>Approval of VESWP budget and activities by Parliament</td>
<td>In progress (expected in March or April 2023)</td>
</tr>
<tr>
<td>Commencement of system modification</td>
<td>April or May onwards</td>
</tr>
</tbody>
</table>
6 ANNEXES

6.1 Annex I - DoE’s Instructions for Registrations

Instructions for registrations of regulated products


- Prior to importation of the regulated products, importers must make sure they obtain a valid registration certificate from the Department of Energy.
- Processing of new applications for registration are now done in the Vanuatu Electronic Single Window (VeSW) system.
- No manual applications - importers or clients must apply through the (VeSW) system;
- Only custom brokers or agents with access to the Energy Module in the VeSW system can launch an application on behalf of a client or importer to register a particular product model and obtain a registration certificate.

Products must be registered with the Vanuatu Department of Energy (in the VeSW) to prove that they have been tested correctly and comply with the MEPS (Models that have already been registered in Vanuatu are listed here in the ‘Approved Energy Efficient Appliances’).

There are 2 different categories of products (A and B). Category A products are products that the model numbers are already registered in an approved country (Australia, New Zealand or Fiji) and can be easily registered or found on the ‘Approved Energy Efficient Appliances’ link.

Models that are not already registered in an approved country under the same brand name and model number can be registered in Vanuatu using as a Category B product or products that are registered under a different brand name or model number, the importer will have to get a supporting letter from the manufacturer confirming that the products are identical in their energy performance even though they have different brand names and/or model numbers.

For products that are not registered in any approved country, you will need to attach or provide a test report from a recognized testing laboratory during the launching of the new application.

Once an application has been launched or submitted through the VeSW system, DoE authorized officers and the Regulator with access to the system will assess, accept and get it approved. A registration fee has to paid in order to print the Certificate from the system.

The registration certificate will be valid for a period of 3 years, or as long as the model remains registered in any of the approved countries.

Importers will need to show proof of registration even if a particular product has already been registered in Vanuatu by someone else. If the same brand and model has already been registered, the VeSW system will not allow a new importer to register it again under a new Vanuatu Registration Number (VRN). Individual importers must apply to the Regulator for a duplicate VRN and have the same product registered in a new registration certificate.
6.2 **Annex II - Sample of Certificate of Registration of Regulated Electrical Product Generated from VeSW System**

**ENERGY EFFICIENCY OF ELECTRICAL APPLIANCES, EQUIPMENT AND LIGHTING PRODUCTS ACT NO. 24 OF 2016**

Certificate of Registration of Regulated Electrical Product Issued by the Regulator

Certificate Number: VCRF0080  Date Certificate Issued: 26/04/2021
Office: VILA  Expiry Date: 19/09/2022

This certifies that NA of RAPID ELECTRICAL, with TIN number: 100742 has registered the following products and may import them until this certificate expires:

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
<th>VRN</th>
<th>Product Type</th>
<th>Product Category</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keg</td>
<td>KS 46R</td>
<td>VRF0196</td>
<td>Refrigerator, Freezer</td>
<td>A</td>
</tr>
<tr>
<td>Keg</td>
<td>KS 51R</td>
<td>VRF0197</td>
<td>Refrigerator, Freezer</td>
<td>A</td>
</tr>
<tr>
<td>Keg</td>
<td>KD 420FW</td>
<td>VRF0198</td>
<td>Refrigerator, Freezer</td>
<td>A</td>
</tr>
<tr>
<td>Keg</td>
<td>KD 208FW</td>
<td>VRF0199</td>
<td>Refrigerator, Freezer</td>
<td>A</td>
</tr>
<tr>
<td>Keg</td>
<td>KD 268FW</td>
<td>VRF0200</td>
<td>Refrigerator, Freezer</td>
<td>A</td>
</tr>
</tbody>
</table>

Certified by the Regulator (all applicable fees have been paid)

Willie Obed

This certificate remain valid and may be used to import the named product/s as many times as the holder wishes, up to the date this certificate expires, or the Regulator deregisters that model and advises the certificate holder accordingly.
ENERGY EFFICIENCY OF ELECTRICAL APPLIANCES, EQUIPMENT AND LIGHTING PRODUCTS ACT NO. 24 OF 2016
Certificate of Registration of Regulated Electrical Product Issued by the Regulator

<table>
<thead>
<tr>
<th>Brand</th>
<th>Model</th>
<th>VRN</th>
<th>Product Type</th>
<th>Product Category</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

This certificate that NA of [Company Name], with TIN number [TIN Number], has registered the following products and may import them until this certificate expires.

Certified by the Regulator (all applicable fees have been paid)

Willie Citied

This certificate remains valid and may be used to import the named product/s as many times as the holder wishes, up to the date this certificate expires, or the Regulator deregisters that model and advises the certificate holder accordingly.
6.3 Annex III - Sample Payment Receipt of Application Generated from VeSW System

![Sample Payment Receipt]

**Application type** | **Registration Reference** | **Assessed Amount**
---|---|---
Application for Electrical Product | 2021-01 | 1,000

**Means of payment** | **Reference** | **Bank** | **Assessed Amount**
---|---|---|---
By cash | | | 1,000

I, Willie Obed, acknowledge that I received the sum of 1,000 VUV.

The above fees are inclusive of Value Added Tax.
# Technical Assistance to Enhance Vanuatu's Market for Energy Efficient Appliances

## VANUATU ELECTRONIC SINGLE WINDOW SYSTEM PROJECT

### APPLIANCE REGISTRATION CERTIFICATE MODULE

#### STANDARD OPERATING PROCEDURES

<table>
<thead>
<tr>
<th><strong>Minimum Energy Performance Standards and Energy Labelling (MEPSL) for Appliance and Lighting Import Certificate</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Purpose</strong></td>
</tr>
</tbody>
</table>
| **Scope** | This procedure applies to all users of the VeSW RCA Module when submitting an application for MEPSL Import Certificates in the VeSW system.  
- Port Vila  
- Luganville |
| **Location** | Principal Officer - Energy Efficiency and Conservation |
| **Process Owner(s)** |  
- Energy Efficiency of Electrical Appliances, Equipment and Lighting Products Act No.24 of 2016  
- Electrical Appliances, Equipment and Lighting Products (Importation Control) (Amendment) Regulation Order No. 186 of 2017 |
| **Other Doc reference** | Process for the VeSW e-Registration forms |
| **Flowcharts** | Test Laboratory report, if applicable |
| **Minimum Docs Required** | Import Certificate  
Receipt |
| **Output Documents** |  
- Import Certificate  
- Receipt |

<table>
<thead>
<tr>
<th><strong>Procedure</strong></th>
<th><strong>Person Responsible</strong></th>
</tr>
</thead>
</table>
| 1. Prior to importation of Air Conditioners, Refrigerators or Freezers, and Lighting products, the Importer must make sure they have a valid MEPSL Import Certificate.  
2. If they don’t, they have to obtain the Import Certificate from the Vanuatu Department of Energy.  
3. In order to do this, the Importer (or their Agent) must apply for the Certificate in the VeSW system. |
| **Section Responsible** | **Energy Security unit** |

SOP MEPSL Import Certificate
4. Prior to completing the Registration Certificate Application (RCA) in the VeSW, the Applicant should first consult the list of registered appliances in Vanuatu. This information is available either in the VeSW system itself or on the VeSW Portal (https://singlewindow.gov.vu).
5. If the appliance is registered, the Applicant should capture the Vanuatu Registration Number (VRN) of the appliance on the RCA.
6. If the appliance is not registered, the Applicant should consult the list of registered appliances in Australia and New Zealand: https://reg.energysaving.gov.au/comparator/product_types. This link is also available from the RCA form in the VeSW system.
7. If the appliance is registered on the above site, the Applicant should capture the Registration Number of the appliance on the RCA form.
8. If the appliance is not registered at all on any of the above databases, the Applicant should submit the RCA without a VRN nor a Registration Number.
9. Once the RCA is completed, the Applicant should submit it along with the required attachments.
10. The Energy Appliance Officers will receive an email to check the application in the system and the Officer responsible can either:
    10.1 Send the application back for query, in which the applicant should address and re-submit; or
    10.2 Modify the application themselves; or
    10.3 Reject the application if it is not in order, capturing the reasons for the rejection in the system.
11. If the application is in order, the Appliance Officer will accept the application.
12. The Regulator will receive an email to approve or cancel the application.
13. If a prepayment or credit account was used in the application, the Import Certificate and the receipt will become available immediately, for printing or downloading, once the RCA is approved in the system. The Applicant can retrieve these documents directly from the system themselves or consult Energy to email them over.
14. Otherwise, the Importer (or their Agent) will have to visit the Energy Cashier at the Energy office in Port Vila and do the payments for the Import Certificate.
15. The Energy Cashier will receipt the payment in the VeSW system. Once payment is done, the Import Certificate and the receipt will be ready for printing or downloading from the system.

<table>
<thead>
<tr>
<th>Monitoring</th>
<th>Person Responsible</th>
<th>Manager Energy Security</th>
<th>Section Responsible</th>
<th>Energy Security unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Run system checks on all submitted application and make sure they are dealt with in good time.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Run system checks on all submitted application for the purpose of risk management.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. Compile reports from the system for the purpose of compliance or operational reports for decision making.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| Corrective Actions | |
|--------------------| |
| 1. If an Applicant submits inaccurate information on the applications, the Energy Security Unit will consult them for the sake of voluntary compliance. |
| 2. Energy may also take legal action against Applicants who make continuous errors/omissions. |
| 3. Energy may take necessary actions if discrepancies are found during examination of imported goods against the issued Import Certificate. |
**VERIFICATION AND RECORD KEEPING**

<table>
<thead>
<tr>
<th>Date Written:</th>
<th>24th March 2021</th>
<th>By: VeSW NPT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date Endorsed:</td>
<td></td>
<td>By: Senior Energy Appliance Officer</td>
</tr>
<tr>
<td>Date Authorized:</td>
<td></td>
<td>By: Energy Regulator</td>
</tr>
<tr>
<td>Date for Revision:</td>
<td></td>
<td>By: Energy Security Unit</td>
</tr>
</tbody>
</table>
6.5 Annex V - How to Submit a Registration for Certificate Application - Brief Instructions for Importers or their Agents (the Applicant)
How to submit a Registration for Certificate Application

Brief instructions for Importers or their Agents (the Applicant)

The following brief instructions are to guide Importers or their Agents to submit a Registration for Certificate Application (RCA) in the Vanuatu electronic Single Window (VeSW) system for the importation of Appliances and Lighting products of Minimum Energy Performance Standards and Energy Labelling (MEPSL).

Notes:

i. Please refer to the relevant Flowcharts, Standard Operating Procedure and the Terms of Reference for guidance on the specific process of concerned.

ii. Users are encouraged to take note on the system messages and instructions to complete the procedure.

iii. To access any reference table, press the F3 key or right click on the field and select “Find”.

iv. Alternatively, reference tables can be consulted at ASYCUDA→References.

v. List of Appliances registered in Vanuatu can be consulted at Single Window→Energy→Appliance List or on the VeSW Portal: https://singlewindow.gov.vu.

vi. To know the name of a field or button, place the mouse over it to see its name.

vii. Recommended to type in CAPS-LOCK.

viii. Press the “tab” key on the keyboard to navigate through the fields of the application.

ix. Details of the processes applied to an application and the different versions of the application can be seen by right clicking on an application and selecting ‘Details’:

![Application Details](image)

x. The application can be viewed by right clicking on it and selecting ‘View’.

xi. The different tabs of the application can be printed by clicking on the ‘Screen Shot printout’ icon:

![Print Option](image)

xii. An Applicant will be informed via email and the different processes applied to their submitted application.

Process:

A. New Applications

1. Ensure that all relevant information, including required documentation, are available prior to the submitting the application in the VeSW system.
2. Go to Single Window→Energy→<Right click>Registration Certificate→New:

Note: If you already have a locally stored RCA application, retrieve it by clicking on the retrieving file (‘Import from XML file’) icon: 📋

3. To find if the product is already registered in Vanuatu:
   3.1 Go to Single Window→Energy→<Right click>Appliance List→Find:

   3.2 Capture a meaningful value for a data such as “Model”, using the “contains substring” criteria:

   3.3 Or leave it blank and click on the “Search” icon: 🔍

   3.4 If the appliance has been registered in Vanuatu, it will show in the result of the above Finder. Take note of the VRN number.

   3.5 Alternatively, the list of the registered appliance in Vanuatu can also be found on the VeSW portal: https://singlewindow.gov.vu

4. To find if the product is registered in either Australia or New Zealand:
   4.1 Click on the “AU/NZ product database” icon on the RCA application to access the Australia/New Zealand database website:

   4.2 If the appliance has been registered in Australia and New Zealand, it will show in the database of the above website. Take note of the “Registration Number”.

5. Complete the “General Information” tab of the application. Taking note of the following:
   • All application should be lodged at DOE DEPARTMENT OF ENERGY office.
   • Capture Appliance Category first before proceeding with rest of the application.
   • All applications should use TIN numbers
• Credit/Prepayment account if applicable or required
• Application type (This will determine the calculation of the fees)
• Appliance item and particulars:
  o If the Appliance is registered in Vanuatu, capture the “VRN number” and the “Country of Origin”.
  o If the Appliance is registered in Australia or New Zealand, capture the “Other country reg.#”
  o If the Appliance is not registered in Vanuatu, Australia or New Zealand, leave the “VRN” and “Other country reg.#” fields blank
  o Capture other mandatory fields of the item
  o Add the item to the application by clicking on the ‘Add Item’ icon: 
  o Repeat this for all Appliances to be applied for in the application.
  o To modify or remove an item, right click on it and select accordingly:
  o Whenever specification of any goods description is in doubt, the Applicant can acquire assistance from Energy.
• Capture any REMARKS to bring to the attention of Energy.

6. Attach required documents, by going to the “Scanned Documents” tab and attach the soft copies of the required documents by clicking on the new icon: 
   i. Only PDF and picture files can be attached to an application.1
   ii. Make sure to attach all the required documents:

   iii. Once attached, select the attachment and click on the upload icon: 
   iv. Repeat this for all attachments to be attached to the application.

7. If required the application can be locally stored by clicking on the local store (‘Export to XML file’) icon:

8. Once complete, ‘Verify the document’ by clicking on this icon:

9. If no errors are detected (or after any errors are corrected) submit the application by clicking on the ‘Direct Submit’ icon: 
   i. The system will generate a registration number, which is unique per year.
   ii. The application can also be stored on the server by clicking on the ‘Store’ button to be submitted later:
   iii. Find the stored application in the system to either further edit or submit:

1 It is recommended to keep file sizes to a minimal; large files will be rejected by the system.
iv. From the Finder use relevant criteria to find the interested application and click on the ‘Search’ icon to display the result of the search.

v. Right click on the application and select either ‘Retrieve’ or ‘Submit Application’:

vi. If the application was retrieved and edited, it can be further stored to be submitted later by clicking on the ‘Modify Stored’ icon:

vii. Otherwise, if ‘Submit Application’ was selected, the application can be submitted by clicking on the ‘Submit Application’ icon:

10. Once the application is approved and paid (either by cash, cheque, prepayment or credit account payment), the Import Certificate can be printed from the system by finding it, view it and clicking on the ‘Print Electronic Document’ icon:

B. Queried Applications
1. Find the application from the system.
2. Retrieve the application.
3. Consult the “QUERIES DETAILS” on the “Authorization” tab:

4. Amend the entry as per the query, if required, by following the relevant instructions as in section A above, and save the changes by clicking on the ‘Modify Stored’ icon:

5. Find the application in the system to resubmit:
6. Resubmit the application by clicking on the ‘Submit Application’ icon:

End
6.6 Annex VI - How to Write-off DOE Import Certificates (Energy certificate link to Customs)
How to write-off DOE Import Certificates

Background information

To further strengthen Energy Security controls at our borders, the Vanuatu electronic Single Window (VeSW) System has been enhanced to ensure only regulated Energy Efficient appliances are imported into Vanuatu. This is done by linking the Department of Energy (DOE) Import Certificates (RCA), which were generated in the VeSW system to Customs declarations.

This document covers how to link approved RCA’s to Customs declarations as well as the different errors that a Customs Broker may encounter during this process.

1. When verifying a Customs declaration that has a regulated electrical appliance, the user will get this error to capture the RCA(s).

2. Double click on the error to go to the Att. Doc. Tab to insert the approved RCA(s), example:

   a. **Item:** This is the item number of declaration that requires an RCA document.
   b. **Code:** This is the code of the RCA document.
   c. **Reference:** This is the reference of the RCA document to be linked.
   d. Capture the RCA document Reference in this format:
      
      Agency/Office/Year/Appliance certificate reference/Reg. number/Item number,
      
      where
      
      - **Agency,** is the Department of Energy agency code (DOE)
      - **Office,** is the DOE Office where the RCA document was registered:
        - DOE for Vila
        - DOES for Santo
      - **Year,** is the year when the RCA document was registered (e.g. 2021)
      - **Appliance certificate reference:**
        - VCAC – Air Condition
        - VCL – Lighting products
        - VCRF – Refrigerators, Freezers
      - **Reg. number,** is the registration number of the RCS document (e.g. 10)
      - **Item number,** is the item number of the RCA document to be linked (e.g. 5)

3. Once the RCA document details are captured, click on the “Add Attached Document” button to insert the document to the Customs declaration.

4. Repeat steps 2 – 3 for all the items on the declaration that requires an approved RCA document. Once completed, the declaration can now be submitted.
Additional notes to assist with linking RCA documents to Customs declarations

5. There are situations where multiple declaration items can be linked to a single RCA item. In such circumstances, the reference of the RCA item must be differentiated with /1, /2, /3 etc. for each of the declaration items:

<table>
<thead>
<tr>
<th>Item</th>
<th>Code</th>
<th>Description</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>RCA</td>
<td></td>
<td>Application for Electrical Product</td>
<td>/1, /2, /3</td>
</tr>
</tbody>
</table>

6. Similarly, there may also be situations where a single HS code may be linked to multiple RCA items. In such circumstances, the same HS code can be used in multiple declaration items but linked to the corresponding items on the RCA document.

7. To “Modify”, “Delete” or “View” an RCA document, select the document in the “Att. Doc.” tab, right click on it and select the appropriate operation:

Note: Viewing the RCA documents prior to submitting the Customs declaration is recommended to ensure that the right RCA document(s) and item(s) are linked to the Customs declaration.

8. Once the Customs declaration is assessed, the details of the declaration will appear on the RCA document “Write-off” tab.

9. To view the linked declaration, select the declaration in the “Write-off” tab of the RCA document, right click on it and select “View Declaration”:

10. If a Customs declaration is deleted it will be recorded in the “Write-off” tab of the linked RCA document.

11. The status of the RCA documents will remain as “Paid” when they are linked to Customs declaration(s), until the documents expire.

12. Once the RCA document has expired, the status will change to “Expired” after which no declaration can be linked to this document.

13. RCA documents are valid up to three years.
Take note of these messages when preparing a declaration linked to an RCA document

A. This error occurs when verifying the Customs declaration because the commodity code on the declaration requires an approved RCA document:

![Error message](image1)

B. This error occurs when verifying the Customs declaration because the company code on the declaration is different from the company code on the linked RCA document:

![Error message](image2)

C. This error occurs when verifying the Customs declaration because the linked RCA document is either not paid, not valid (expired already or valid in the future), is written-off, or a wrong RCA document reference format was captured on the declaration:

![Error message](image3)

D. This error occurs when assessing the Customs declaration because the “HS Commodity Code” on the declaration is different from the Tariff code on the linked RCA item:

![Error message](image4)

Note: To consult the HS code on the RCA items, go to Single Window → Configuration → DOE Configuration → Right Click → DOE Product group → View, locate the DOE Commodity and the Tariff Code inserted to it, example, the Tariff code for the Air Condition item Multi split is 84181040:

![HS code table](image5)

End of document