

C19 - After Sales Service Single Entry Visa

This visa is designated for individuals who travel to Indonesia to offer after-sales services for products that were imported from abroad. It is intended for professionals who provide support, maintenance, or repairs for products or equipment sold to clients in Indonesia. The C19 visa ensures that foreign experts can deliver essential services related to the products they have supplied, facilitating effective customer support and satisfaction.



Stay

- Up to 60 days (can be extended twice with each extension of 60 additional days)

With this visa you can

- Carry out activities related to after-sales service to clients in Indonesia for products originated abroad.
- Carry out activities related to tourism, and visiting friends or family.

You must

- Comply with laws and regulations.
- Respect local customs, culture, and wisdom.
- Have sufficient living expenses while in Indonesia.

Other information

- Staying in Indonesia over the period of your stay permit, engaging in prohibited activities, not complying with visa conditions, and/or not complying with Indonesian laws may result in you paying fines, being deported, and/or other legal charges.
- You are prohibited from selling goods or services.
- You are prohibited from receiving rewards, wages, or any similar from individuals or corporations in Indonesia.
- You are prohibited from working in an employment relationship with an individual or corporation in Indonesia.

Document Requirements for New Application

- A valid passport with at least 6 (six) months of validity remaining (for holders of travel documents other than passports, such as emergency passports or identity documents, the validity must be at least 12 months). (JPG format)
- Personal bank statement showing a minimum balance of USD \$2,000 or equivalent for the last 3 months (including the account holder's name, statement period, and account balance). (PDF format)
- A recent color photograph. (JPG format)
- Visa application letter. (PDF format)
- Travel itinerary / airline tickets. (PDF format)
- Proof of guarantee from the guarantor (PDF format)
- Proof that explains the after-sales service of the product. (PDF format)

Document Requirements for Visa Extension Application

- e-Visa and ITK (Visit Stay Permit). (PDF format)
- A valid passport with at least 6 (six) months of validity remaining (for holders of travel documents other than passports, such as emergency passports or identity documents, the validity must be at least 12 months). (JPG format) or Original Passport (physical passport)
- Return Airline Tickets (PDF format)
- Proof of guarantee from the guarantor (PDF format)

Visa Validity

This visa must be used within 90 days from the date of issue.

Please note that the visa validity period is different from the period of stay, kindly check your visa for the period of stay Information.

A Single-Entry Visa can be converted into a KITAS without the need to leave Indonesia, provided that all transfer requirements are met.

Cost and processing time

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Applying Process	C19 Visa	Duration Stay	Regular (MAX 10 BD)	Medium (MAX 5 BD)	Express (MAX 1 BD)
Offshore	New Visa Type C19 Application	60 Days	Rp. 3.000.000	Rp. 4.500.000	Rp. 6.500.000
Onshore	Visa Type C19 Extension	60 Days	Rp. 1.800.000	Rp. 2.000.000	
Both	New Application & Single Extension Package for Visa Type C19	120 Days	Rp. 4.700.000	Rp. 5.800.000	
Both	New Application Package & 2x Extension for Visa Type C19	180 Days	Rp. 6.400.000	Rp. 7.600.000	

Note:
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Please Note:

- Payments may be conveniently processed through bank transfer. Kindly refrain from making any payments until we have issued an invoice.
- The prices in this document reflect the most current rates and are valid as of the specified date.
- Document processing will commence once payment has been confirmed.



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