



Vehicle Booking System

User Guide for Approvers

Approval Officers · Additional Secretaries

How to review, approve and reject vehicle requests – on screen or with a signed receipt

Ministry of Health – Sri Lanka

Transport Branch

Version 1.0 · September 2026

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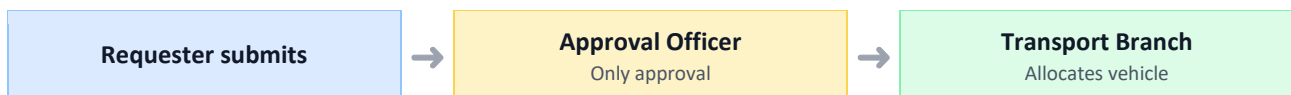
1. Your Role as an Approver

Every vehicle request in VBS must be approved before the Transport Branch allocates a vehicle. This guide is for the two kinds of approver:

Role	What you approve
Approval Officer	Usually at Deputy Director General / Senior Assistant Secretary level. You give the first approval for the branches assigned to you. For local travel, yours is the only approval needed.
Additional Secretary	You give the second, final approval for outstation travel. In branches set up to be approved by an Additional Secretary only, you approve every request, local and outstation.

Where your approval fits

Local travel (within Colombo, Kalutara or Gampaha districts):



Outstation travel (anywhere else):



Branches approved by an Additional Secretary only (branches with no Approval Officer):



Two ways to approve

- **On screen** – open the request in VBS and click Approve or Reject (Section 4). This is the quickest way.
- **With a signed receipt** – print the request, sign and stamp it, then enter the PIN printed on it (Section 5). Use this when you want a signed paper record.

IMPORTANT Requests wait for you

Nothing moves until you act. The requester can see that the request is waiting for you, for how many days, and your phone number. Please check your pending list every working day.

2. Logging In and Your Password

Open <https://vbs.health.gov.lk> and sign in with your email address and password.

The screenshot shows the VBS login interface. At the top is the VBS logo. Below it is the text 'Welcome Back' and 'Sign in to access the Vehicle Booking System'. There are two tabs: 'Staff Login' (selected) and 'Driver Login'. Below the tabs are two input fields: 'Email Address' with the value 'moh.fmis2024@gmail.com' (callout 1) and 'Password' (callout 2). Below the password field is a 'Remember me' checkbox (callout 3) and a 'Forgot password?' link (callout 5). A large blue 'Sign In' button (callout 4) is at the bottom. At the very bottom, there is a link 'New to VBS?' and a note 'Directors can create an account to start booking vehicles.'

Figure 2.1 – The login page

- 1 Type your **email address** (keep the **Staff Login** tab selected).
- 2 Type your **password**.
- 3 **Remember me** keeps you logged in on this device for 30 days. Untick it on a shared computer.
- 4 Click **Sign In**.
- 5 **Forgot password?** – see below.

TIP Is your account shared with your staff?

Many approvers let a trusted staff member use the account on their behalf. Anyone who can log in as you can approve in your name, so keep the password private to the people you trust, and change it if a staff member leaves.

Forgot your password

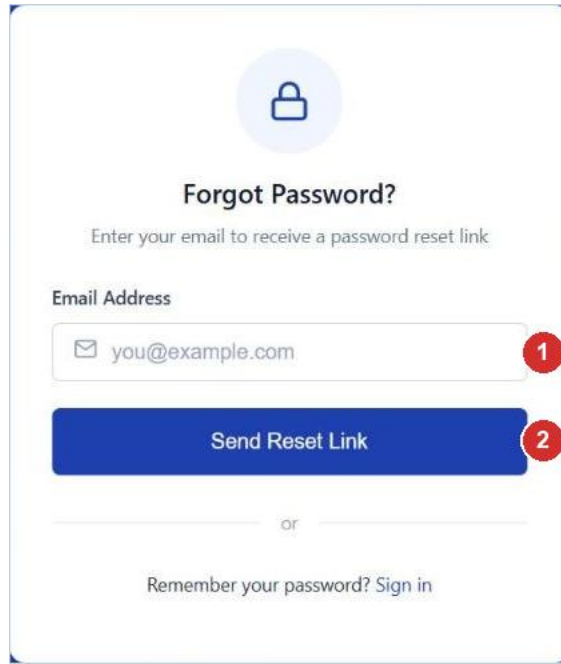
A screenshot of a 'Forgot Password?' form. At the top is a blue padlock icon in a circle. Below it is the title 'Forgot Password?' and a subtitle 'Enter your email to receive a password reset link'. There is a text input field labeled 'Email Address' containing 'you@example.com'. To the right of the input field is a red circle with the number '1'. Below the input field is a blue button labeled 'Send Reset Link'. To the right of the button is a red circle with the number '2'. Below the button is a horizontal line with the word 'or' in the center. At the bottom is a link that says 'Remember your password? Sign in'.

Figure 2.2 – Forgot Password

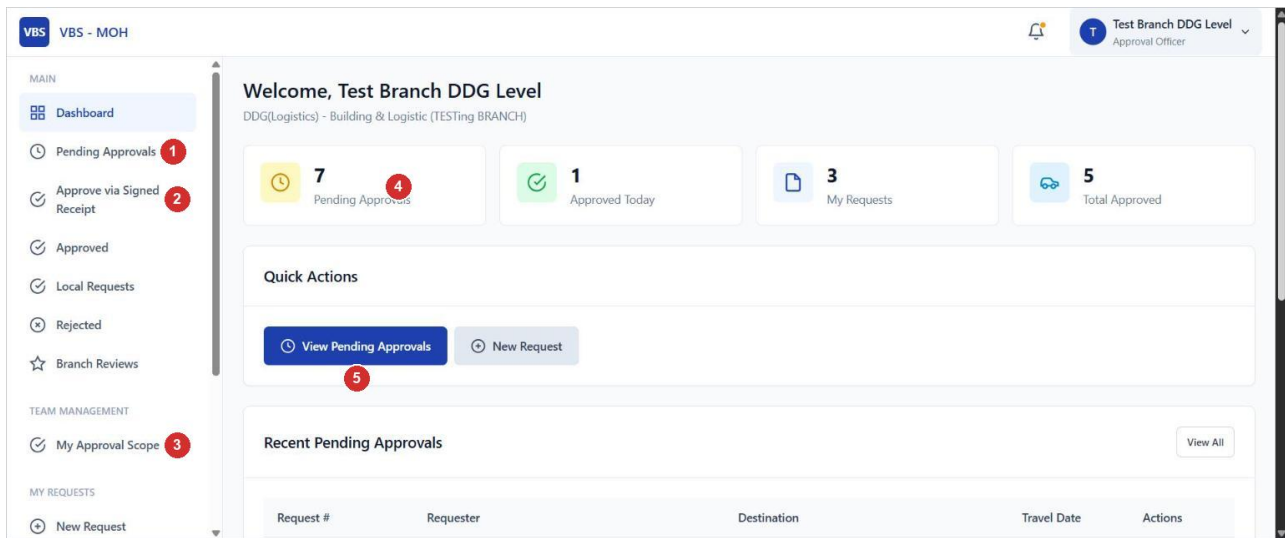
- 1** On the login page click **Forgot password?** and type your email address.
- 2** Click **Send Reset Link**. Open the email from VBS and click **Reset Password**. Choose a new password (at least 6 characters). The link works for 1 hour.

Change your password

Click your name at the top right, then **Change Password**. Type your current password, then the new one twice, and click **Change Password**.

3. Your Dashboard

Approval Officer



- 1 Pending Approvals** – the requests waiting for you. This is where you work.
- 2 Approve via Signed Receipt** – approve using the PIN on a signed paper receipt (Section 5).
- 3 My Approval Scope** – which branches you approve for, and your own Additional Secretaries (Section 7).
- 4** The number of requests **waiting for you** right now.
- 5 View Pending Approvals** – a shortcut to your pending list.

Further down, Recent Pending Approvals shows the newest requests. Click Review on any of them.

Request #	Requester	Destination	Travel Date	Actions
VBS-2026-0210	Test Branch Director Director (Transport) Travelling: Test Branch Director	Teaching Hospital - Karapitiya	08 Oct 2026	Review
VBS-2026-0209	Test Branch Director Director (Transport) Travelling: Test Branch Director	Maharagama Town	03 Oct 2026	Review
VBS-2026-0208	Test Branch Director Director (Transport) Travelling: Test Branch Director	District General Hospital - Gampaha	05 Oct 2026	Review
VBS-2026-0204	Test Branch Director Director (Transport) Travelling: Test Branch Director +1 more	National Hospital of Sri Lanka	02 Oct 2026	Review
	Test Branch Director			

Figure 3.2 – Recent Pending Approvals

The Approval Officer menu

Menu item	What it is for
Pending Approvals	Requests waiting for your decision.
Approve via Signed Receipt	Record an approval from a signed paper receipt.
Approved	Requests you have approved, with your notes.

Menu item	What it is for
Local Requests	Requests in your branch that were approved automatically (for example a local trip by an Approval Officer). For information only.
Rejected	Requests you have rejected, with the reason.
Branch Reviews	Feedback given by your branch after trips.
My Approval Scope	Your branches and your linked Additional Secretaries.
New Request / My Requests	Book a vehicle for yourself and track it (Section 8).

Additional Secretary

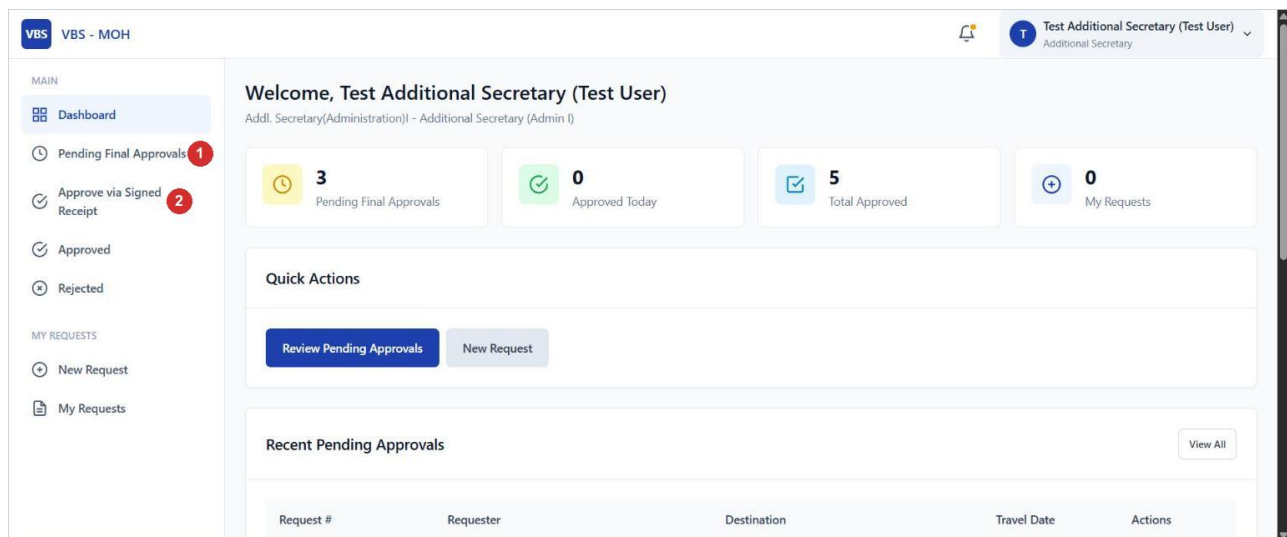


Figure 3.3 – Additional Secretary dashboard

- 1 Pending Final Approvals** – requests waiting for your final decision.
- 2 Approve via Signed Receipt** – the same PIN method as for Approval Officers.

At the bottom of your dashboard you can see which branches you give final approval for, and which Approval Officers are personally linked to you:

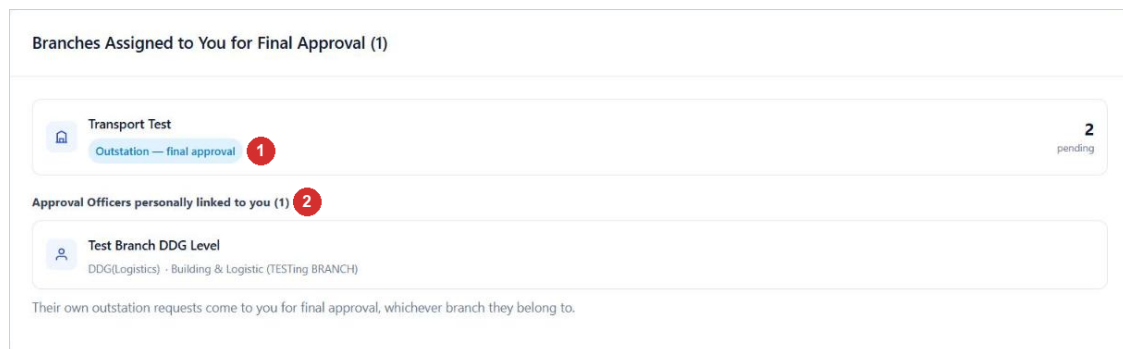


Figure 3.4 – What you approve

- 1 Each branch** you cover, with the number of requests pending there.
- 2 Approval Officers personally linked to you** – their own outstation requests come to you, whichever branch they belong to.

4. Approving or Rejecting on Screen

Click **Pending Approvals** (Additional Secretaries: **Pending Final Approvals**) in the menu.

Pending Approvals
Travel requests awaiting your approval

Pending Requests (4)

Request #	Requester	Destination	Travel Date	Purpose	Actions ³
VBS-2026-0204	Test Branch Director Director (Transport) Travelling: Test Branch Director +1 more ¹	National Hospital of Sri Lanka	02 Oct 2026	Attend the monthly progress review meeting on hosp... ²	View Print Approve Reject
VBS-2026-0209	Test Branch Director Director (Transport) Travelling: Test Branch Director	Maharagama Town	03 Oct 2026	Pick up printed training materials from the printe...	View Print Approve Reject
VBS-2026-0208	Test Branch Director Director (Transport) Travelling: Test Branch Director	District General Hospital - Gampaha	05 Oct 2026	Attend the district health review meeting at DGH G...	View Print Approve Reject
VBS-2026-0210	Test Branch Director Director (Transport)	Teaching Hospital - Kandy	08 Oct 2026	Supervise the mobile health clinic	View Print Approve Reject

Figure 4.1 – Pending Approvals

- 1 Travelling** – the officer who will actually travel. It may be different from the requester (for example a Staff Assistant booking for their Director).
- 2 Purpose** – a short preview. Click View to read it in full.
- 3 Actions** for each request:
 - **View** – all details of the request.
 - **Approve / Reject** – decide on screen (below).
 - **Print** – print the receipt to sign on paper (Section 5).

NOTE Why do I not see every request of my branch?

If you are the main (primary) Approval Officer of a branch you see all its requests. If you are an additional officer for a branch, you only see requests the requester addressed to you. My Approval Scope shows which applies to each branch (Section 7).

Check the details

Click **View** to see the whole request – the travelling officer and their mobile number, the requester, the route, the dates and times, the requirements and any notes.

Booking Details [X]

VBS-2026-0208 Local Pending Approval

TRAVELLING OFFICER / CONTACT PERSON

NAME	DESIGNATION	MOBILE
Test Branch Director	Director (Transport)	0714771399

REQUESTER INFORMATION

REQUESTED BY	DESIGNATION	BRANCH
Test Branch Director	Director (Transport)	Transport Test

CONTACT NUMBER	REQUESTED DATE
0714771399	28 Sep 2026, 11:47 PM

TRAVEL ROUTE

From	To
Ministry of Health - Castle Street	District General Hospital - Gampaha

Figure 4.2 – Booking details

Approve

Click the green **Approve** button on the request.

Approve Request [X]

Request #: VBS-2026-0208

Requester: Test Branch Director

Travelling: Test Branch Director (Director (Transport))

Destination: District General Hospital - Gampaha

Travel Date: 05 Oct 2026

Purpose: Attend the district health review meeting at DGH Gampaha.

Passengers: 3

Approval Notes (Optional) **1**

Approved. Please return by 3.00 pm.

2 Approve Request Cancel

Figure 4.3 – Approve Request

- 1** **Approval Notes** (optional) – any instruction for the requester or the Transport Branch. The notes are kept with the request.
- 2** Click **Approve Request**. Click **Cancel** to go back without approving.

A green message confirms the approval and the request leaves your pending list:

- **Local request** – "Request approved successfully." It goes straight to the Transport Branch.
- **Outstation request** – "Stage-1 approval recorded. Forwarded to the Additional Secretary for final approval."

Reject

If the vehicle should not be provided, click the red **Reject** button.

Reject Request [X]

Request #: VBS-2026-0209

Requester: Test Branch Director

Travelling: Test Branch Director (Director (Transport))

Destination: Maharagama Town

Travel Date: 03 Oct 2026

Rejection Reason (Optional) 1

A branch vehicle is already going to Maharagama on 3 October. Please share that trip.

2 **Reject Request** Cancel

Figure 4.4 – Reject Request

1 Rejection Reason – optional, but please write one. The requester sees it and can then make a better request or another arrangement.

2 Click Reject Request.

IMPORTANT Approving and rejecting are final

There is no undo. If you rejected by mistake, ask the requester to submit the request again.

Additional Secretaries: the final approval

Your pending list works the same way. It also shows who gave the stage-1 approval.

Pending Final Approvals						
Requests awaiting your final approval — outstation requests already approved by the branch Approval Officer, plus every request from branches set to Additional Secretary approval						
Awaiting Your Approval (3)						
Request #	Requester	Branch	Destination	Travel Date	Stage 1 By ¹	Actions
VBS-2026-0201	Test Branch DDG Level DDG(Logistics)	Building & Logistic (TESTING BRANCH)	Blood Bank Narahenpita	27 Sep 2026	Test Branch DDG Level	View Approve Reject Print
VBS-2026-0205	Test Branch Director Director (Transport) Travelling: Test Branch Director	Transport Test	Teaching Hospital - Kandy	06 Oct 2026	Test Branch DDG Level	View Approve Reject Print
VBS-2026-0210	Test Branch Director Director (Transport) Travelling: Test Branch Director	Transport Test	Teaching Hospital - Karapitiya	08 Oct 2026	Test Branch DDG Level	View Approve Reject Print

Figure 4.5 – Pending Final Approvals

- 1 Stage 1 By** – the Approval Officer who has already approved. (Requests from branches approved by an Additional Secretary only have no stage 1.)

Final Approval

Request #: VBS-2026-0210

Requester: Test Branch Director

Travelling: Test Branch Director (Director (Transport))

Destination: Teaching Hospital - Karapitiya

Travel Date: 08 Oct 2026

Approval Notes (Optional)

Final approval granted.

1 Approve & Send to Transport

Cancel

Figure 4.6 – Final Approval

- 1** Add notes if you wish and click **Approve & Send to Transport**. The request goes to the Transport Branch for a vehicle and driver.

5. Approving with a Signed Receipt

Some approvers prefer to sign a paper copy – for the file, or because they are away from a computer. VBS supports this with a PIN printed on every receipt.



Step 1 – Print the receipt

In **Pending Approvals**, click **Print** on the request. (A requester may also print it and bring it to you.) The receipt opens as a PDF – print it.

MINISTRY OF HEALTH			
Vehicle Requisition for Official Travel		<div style="border: 1px solid red; border-radius: 50%; width: 20px; height: 20px; display: flex; align-items: center; justify-content: center;">1</div> MANUAL APPROVAL PIN MAR-45309	
<small>Awaiting: Approval Officer approval</small>			
Applicant's Name	Test Branch Director	Designation	Director (Transport)
Division / Section	Transport Test	Telephone No.	0714771399
Date Vehicle Required	October 2, 2026	Time (AM/PM)	09:00 AM
Date of Return	October 2, 2026	Time (AM/PM)	01:00 PM
Duty & Place of Duty	Attend the monthly progress review meeting on hospital transport services. — National Hospital of Sri Lanka		
No. of Persons Traveling	3		
Travelling Officer / Contact Person	Test Branch Director , Director (Transport) (0714771399) Also travelling: Mr. S. Perera, Accountant (0771234567)		
Travel Route	Ministry of Health - Castle Street → National Hospital of Sri Lanka Via Ward Place. Wait at the hospital and bring the officers back after the meeting.		
Requirements	☒ Air Conditioning ☐ Executive Transport ☐ Return Pickup Needed ☐ Goods Transport		
Special Notes	Please call the travelling officer 15 minutes before arrival.		

Figure 5.1 – The receipt (top)

1 The **Manual Approval PIN** – for example MAR-45309. Each request has its own PIN.

Step 2 – Sign and stamp

Requirements	☒ Air Conditioning ☐ Executive Transport ☐ Return Pickup Needed ☐ Goods Transport		
Special Notes	Please call the travelling officer 15 minutes before arrival.		
Recommendation & Approval for Providing a Vehicle			
Recommendation of Staff Officer (if the applicant is not a Staff Officer)		Deputy Directors General / Senior Assistant Secretaries	
I recommend / do not recommend		Approved / Not Approved	
<div style="border-bottom: 1px solid black; height: 20px; width: 100%;"></div> Signature, Date & Official Seal		<div style="border-bottom: 1px solid black; height: 20px; width: 100%;"></div> Signature, Date & Official Seal	

Figure 5.2 – Recommendation & Approval section

2 Mark **Approved / Not Approved**, then sign, date and stamp your box. Keep the signed paper on file.

Step 3 – Enter the PIN in VBS

Click **Approve via Signed Receipt** in the menu.

How This Works:

1. Print the request's approval receipt from your pending list
2. Get it physically signed and stamped
3. Enter the PIN from that receipt below
4. Review the details and confirm approval

Approval PIN *

MAR - 4 5 3 0 9

Format: MAR-12345 (case insensitive)

Verify PIN

Figure 5.3 – Enter Approval PIN

- 1 Type the **PIN** from the receipt, for example MAR-45309. Capital or small letters both work.
- 2 Click **Verify PIN**.

Below the PIN box, "Pending Signed Receipts" lists the requests of yours that have a receipt printed but not yet approved.

Step 4 – Check and confirm

PIN Verified Successfully

Request details are shown below. Please verify the physical receipt before approving.

Request Information

Request Number: VBS-2026-0204

Travel Type: Local

Status: Approval Officer approval

PIN: MAR-45309

Travel Details

Travel Date: October 2, 2026

Figure 5.4 – PIN verified

- 1 **PIN Verified Successfully** – VBS shows the request that belongs to this PIN.
- 2 Check that the **request number and details** match the paper you signed.

Scroll down to the end of the page:

Important - Verify Physical Receipt: 1

- This receipt carries your own physical signature and official stamp
- PIN matches: **MAR-45309**
- Booking details match the receipt
- Keep the signed paper on file as proof of this approval

Approval Notes (Optional) 2

Signed copy filed in Reg. 42

These notes will be saved with the approval record.

3

Figure 5.5 – Confirm the approval

- 1 Read the **checklist** – your own signature and stamp, the matching PIN, and the matching details.
- 2 **Approval Notes** (optional) – for example where the signed copy is filed.
- 3 Click **Approve Request**. The request moves on exactly as if you had approved it on screen.

IMPORTANT Each PIN works once, and only for you

A PIN can be used only once. It only works for a request that is waiting at your stage, in a branch you approve for – an Approval Officer cannot use a PIN for a request that is waiting for the Additional Secretary, and the other way round.

6. Approved, Rejected and Local Requests

Approved

The **Approved** page lists everything you have approved, with the date and your notes, and the request's current status (for example Pending Allocation, Completed or Cancelled).

Approved Requests							
History of manually approved travel requests							
Approved Requests (6)							
Request #	Requester	Destination	Travel Date	Approved By	Approval Date	Status	Actions
VBS-2026-0204	Test Branch Director Director (Transport)	National Hospital of Sri Lanka	02 Oct 2026	Test Branch DDG Level	28 Sep 2026 23:50	Pending Allocation	View Details
Notes: Signed copy filed in Reg. 42							
VBS-2026-0208	Test Branch Director Director (Transport)	District General Hospital - Gampaha	05 Oct 2026	Test Branch DDG Level	28 Sep 2026 23:49	Pending Allocation	View Details
Notes: Approved. Please return by 3.00 pm.							
VBS-2026-	Test Branch Director	Blood Bank, Marikassipitiya	30 Sep	Test Branch DDG	28 Sep 2026	Pending Allocation	View Details

Figure 6.1 – Approved Requests (Approval Officer)

Additional Secretaries see the requests they gave final approval to:

Approved Requests							
Outstation requests you have given final approval to							
Your Approvals (6)							
Request #	Requester	Branch	Destination	Travel Date	Approved On	Status	
VBS-2026-0210	Test Branch Director Director (Transport)	Transport Test	Teaching Hospital - Karapitiya	08 Oct 2026	28 Sep 2026, 11:52 PM	Pending Allocation	
VBS-2026-0130	Test Branch Director Director (Transport)	Transport Test	District General Hospital - Gampaha	20 Aug 2026	16 Sep 2026, 02:07 PM	Cancelled	
VBS-2026-0091	Test Branch Director Director (Transport)	Transport Test	Teaching Hospital - Kandy	28 Jul 2026	28 Jul 2026, 11:26 AM	Completed	
VBS-2026-0090	Test Branch Sub User(Transport) DO	Transport Test	Teaching Hospital - Kandy	28 Jul 2026	28 Jul 2026, 10:11 AM	Cancelled	
VBS-2026-	Test Branch Director	Transport	District General Hospital -				

Figure 6.2 – Approved Requests (Additional Secretary)

Rejected

The **Rejected** page lists the requests you rejected, with your reason.

Rejected Requests						
History of rejected outstation travel requests						
Rejected Requests (2)						
Request #	Requester	Destination	Travel Date	Rejected By	Rejection Date	Actions
VBS-2026-0209	Test Branch Director Director (Transport)	Maharagama Town	03 Oct 2026	Test Branch DDG Level	28 Sep 2026 23:50	View Details
Rejection Reason: A branch vehicle is already going to Maharagama on 3 October. Please share that trip.						
VBS-2026-0080	Test Branch Director Director (Transport)	Blood Bank Narahenpita	26 Jul 2026	Test Branch DDG Level	27 Jul 2026 13:08	View Details
Rejection Reason: No reason provided						

Figure 6.3 – Rejected Requests

Local Requests (Approval Officers)

Some requests in your branch are approved automatically and never reach your pending list – for example a local trip booked by an Approval Officer, or any request by an Additional Secretary. Local Requests lets you see them. There is nothing to approve there.

7. My Approval Scope (Approval Officers)

Click **My Approval Scope** in the menu. It answers two questions: which branches' requests come to you, and who approves your own outstation trips.

Branches assigned to you

My Approval Scope
The branches you approve for, and the Additional Secretary who signs off your own outstation requests

Branches Assigned to You for Approval (1)

Transport Test
Assigned Only requests addressed to you **1** **2** **3** pending

Your Additional Secretaries

Why this matters
When you submit your own outstation request and choose "Send to Additional Secretary" on the New Request form, it goes to the Secretaries linked here — not to whoever happens to cover your branch. Choosing "Auto-approve with my authority" instead needs no Secretary at all. This account is often shared with your own team, so link the Secretary or Secretaries you personally report to.
You may link up to 4. Your request appears in **all** of their queues and whichever of them acts first approves it — it does not need every one of them to sign off.

Figure 7.1 – Branches Assigned to You

- 1** How you see each branch's requests:
 - **Primary** – you see every request from that branch.
 - **Assigned** – you see only the requests addressed to you.
- 2** The number of requests **pending** for you in that branch.

Branch assignments are made by each branch's Director or by the system administrator. If a branch is missing or wrong, contact them.

Your Additional Secretaries

When you request a vehicle for your own outstation trip, you can send it to an Additional Secretary for approval (Section 8). It goes to the secretaries you link here. You can link up to 4; whichever of them acts first approves it.

Your Linked Additional Secretaries (1)

Name	Designation	Email	Contact Number	Actions
Test Additional Secretary (Test User)	Addl. Secretary(Administration)I	panhindareading@gmail.com	0710000000	Remove 1

Link Another Additional Secretary

Additional Secretary

Choose an Additional Secretary... 2

[Link Additional Secretary](#) 3

Figure 7.2 – Your Linked Additional Secretaries

- 1 Remove** – unlink a secretary.
- 2** Choose an **Additional Secretary** from the list...
- 3** ...and click **Link Additional Secretary**.

8. Requesting a Vehicle for Yourself

Approvers book vehicles with the same 6-step form as everyone else: **New Request** in the menu. The steps are the same as in the Director's guide – basic details, date and time, locations, options, contact person, then review and submit. Track your requests under **My Requests**.

How your own requests are approved

You are...	Local trip	Outstation trip
Approval Officer	Approved automatically	Your choice (see below)
Additional Secretary	Approved automatically	Approved automatically

When an Approval Officer chooses Outstation Travel, the form asks how it should be approved:

☒ Outstation Travel
Outside Colombo/Kalutara/Gampaha districts

Approval for this Outstation Request *

☒ Send to Additional Secretary **1**
Your approval is recorded as stage 1; **Test Additional Secretary (Test User)** gives final approval

☐ Auto-approve with my authority **2**
Approve immediately and send straight to the Transport Branch — no further approval

Figure 8.1 – Approval for your own outstation request

- 1 Send to Additional Secretary** – your approval is recorded as stage 1 and the request goes to your linked Additional Secretary for the final approval. You must have linked one first (Section 7).
- 2 Auto-approve with my authority** – approved immediately and sent straight to the Transport Branch.

NOTE The contact person

The "I am travelling myself" box is ticked for you. If someone else is travelling, untick it and enter their name and mobile number – the driver will call that number.

9. Turning On Notifications

With notifications on, VBS alerts you the moment a new request needs your approval – even when VBS is closed. You also receive an email for each new request.

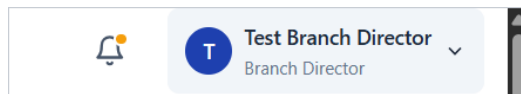


Figure 9.1 – Bell with an orange dot: notifications are OFF

What you see	Meaning
Bell with an orange dot	Notifications are off on this device. Click the bell to turn them on.
Bell with a green dot	Notifications are on.
Bell with a line through it	Your browser has blocked notifications for VBS – see below.

Turn notifications on

1. Click the **bell**.
2. When the browser asks to show notifications, click **Allow**.
3. The dot turns green. Click the bell at any time to check.

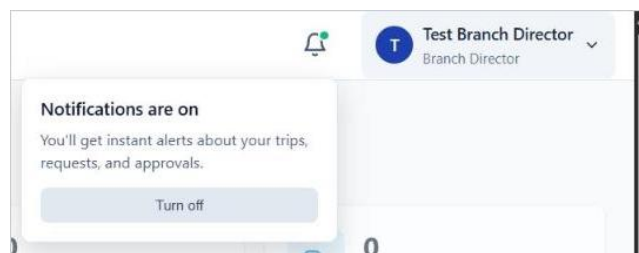


Figure 9.2 – Notifications are on

IMPORTANT Do this on every device

Turn notifications on in each phone and computer you use for VBS. On an iPhone, first add VBS to the Home Screen from Safari (Share → Add to Home Screen), open it from there, then tap the bell.

If notifications are blocked

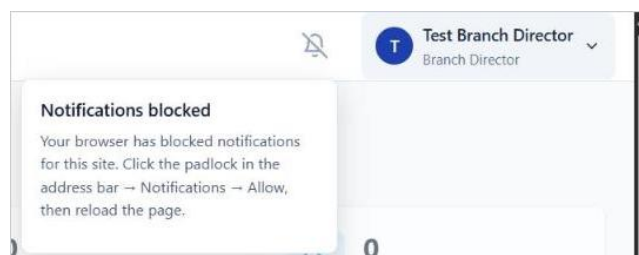


Figure 9.3 – Notifications blocked

- **Computer (Chrome / Edge):** click the padlock left of the web address → Notifications → Allow, then reload the page.
- **Android (Chrome):** : → Settings → Site settings → Notifications → vbs.health.gov.lk → Allow.

- **iPhone:** Settings → Notifications → VBS → Allow Notifications.

If your dashboard shows a Push Notifications message saying "blocked by browser" or "an ad blocker is blocking push notifications", allow notifications for this site in your ad blocker or browser settings.

10. Frequently Asked Questions

Q. A request is in my list but it is not for my branch. Why?

A. The requester addressed it to you, or you are a linked Additional Secretary for an Approval Officer's own request. Approve or reject it as usual.

Q. I expected a request but it is not in my list.

A. Check My Approval Scope: if you are "Assigned" (not primary) for that branch, you only see requests addressed to you. Also check that it is not already approved, rejected or cancelled.

Q. Can I change my decision?

A. No. Approvals and rejections are final. If you rejected by mistake, ask the requester to submit again.

Q. What happens after I approve?

A. Local: it goes to the Transport Branch. Outstation: it goes to the Additional Secretary; after their approval it goes to the Transport Branch, who allocate a vehicle and driver.

Q. The PIN is not accepted.

A. Check it is typed exactly as printed (MAR- and 5 digits). A PIN works only once, only for a request still waiting at your stage, and only for your branches.

Q. Why must I write a rejection reason?

A. It is optional, but the requester sees it. A short reason saves a phone call and helps them make a better request.

Q. I will be on leave. What happens to my requests?

A. Requests wait for you until someone acts. Tell the Transport Branch or the branch Director before you go, so that another approver can be assigned to your branches.

Q. Can my staff use my account?

A. Yes, many approvers do. Anyone using your account approves in your name, so share the password only with people you trust.

Need help?

Contact the Transport Branch, Ministry of Health. Please give the request number (for example VBS-2026-0208) so they can find it quickly.