

**REGISTRAR GENERAL'S DEPARTMENT**  
**Twickenham Park**  
**St. Catherine**  
**Jamaica.**

**CYBERVENDEXING**  
**FREQUENTLY ASKED QUESTIONS (FAQ)**

**Question 1. What is cybervendexing?**

*Answer This is where a business entity (registered sole trader, partnership or company) is given the authority to collect applications for birth, death and marriage certificates on behalf of the Registrar General's Department (RGD). This arrangement will allow Cyber Vendexors (CV) to guide RGD's customers with Genealogical Research Applications and Record Updating Applications. The Cyber Vendexors will be provided with an identification card and a notice to be displayed in their place of business. They will be trained by RGD personnel.*

**Question 2. What are the requirements?**

*Answer Prospective Cyber Vendexors are expected to be computer literate and have access to the internet. They are to possess their own computers or to have access to computers. The other requirements are included in the Application Package which is available for Two Thousand Jamaican Dollars (J\$2,000.00). If applying from overseas it is Twenty-Five United States Dollars (US\$25.00) payable by International Money Order and is to be made payable to the Registrar General's Department.*

**Question 3. Where can I purchase the Application Package and where should I send it when the application is completed?**

*Answer The Application Package can be purchased at the Head Office of the Registrar General's Department, Twickenham Park, St. Catherine, Jamaica W.I. from April 14, 2009 to **May 28, 2009**, between the hours of 8:30 a.m. to 3:00 p.m., Mondays to Fridays. , Completed applications are to be **submitted to the Registrar General's Department, Twickenham, St. Catherine, Jamaica, no later than May 29, 2009, at 3:00 p.m.***

**Question 4. How will I get the Application Package after I have paid for it from overseas?**

*Answer An additional charge of US\$25.00 will be required to send it to you via International Courier in the United States of America (U.S.A.), Canada and the Caribbean; whilst US\$30.00 will be required to send it to you in the United Kingdom.*

**Question 5. Will I be remunerated by RGD as a Cyber Vendexor, and if so, how much?**

*Answer No, as this is the business opportunity of the Cyber Vendexor who will be operating independently of the RGD, offering many of the RGD's services.*

**Question 6. Do I need to have my own registered business?**

*Answer Yes.*

**Question 7. Can I operate from home?**

*Answer Yes, as long as it is legal to do so in your neighbourhood. (N.B. IN SOME NEIGHBOURHOODS IT IS AGAINST THE COVENANTS.)*

**Question 8. Do I have to apply at your Head Office in Twickenham Park, St. Catherine, Jamaica?**

*Answer Yes. See also Answers to Questions 3 and 4 above.*

**Question 9. Can I apply at one of your Regional Offices in Jamaica?**

*Answer No. You need to apply at our Head Office at Twickenham Park as stated in Answer to Question 3 above.*

**Question 10. Can I apply on the website?**

*Answer No. You need to apply at our Head Office at Twickenham Park as stated in Answer to Question 3 above.*

**Question 11. Can someone else pay and collect the Application Package on my behalf?**

*Answer Yes, however, any of your representatives must provide their identification, such as, a valid driver's licence, passport or their current Jamaican Electoral Identification. In addition, if you are overseas, someone else can apply in Jamaica on your behalf and that person is to also provide their identification as mentioned above. However, it is your responsibility to ensure that your representative forward the Application Package and the receipt from R.G.D. to you, as we will require the receipt to be sent with the application .*

**Question 12. If I apply does it mean that I will be automatically accepted as a Cyber Vendexor?**

*Answer No. A shortlisting of applicants will be done based on the responses received in their applications. The applicants who best satisfies the requirements stated in the Application Package, will be invited for*

*an interview with a panel of interviewers who will be selected from the Public and Private Sectors and then a final selection will be made.*

**Question 13.** **If I purchase the Application Package and I do not submit an application, will I be refunded the application fee of J\$2,000.00 or US\$25.00 whichever is applicable? ...Or for applicants overseas, will I be refunded the additional cost of US\$25.00 or US\$30.00 whichever is applicable, for International Courier charges?**

*Answer* *No, the application fee and the cost for International Courier charges are non-refundable.*

**Question 14.** **Do I need to have formal qualifications to apply?**

*Answer* *Yes, you need to be functionally literate. See also Answer to Question 2. above. One also needs to be conscious that it is a competitive selection process.*

**Question 15.** **How soon after you are selected that you are required to start working?**

*Answer* *Cyber Vendexors who have been selected will be trained by our RGD personnel first, before they start this business venture. Subsequent to this process, they will be advised when to commence their activities under this umbrella.*

**Question 16.** **By what method will the customers' applications be sent to RGD?**

*Answer* *Customers' applications will be submitted on-line for update in the Agency's Application Tracking System (ATS). The ATS system will automatically generate a tracking or receipt number which is to be provided to the customer. Training will be provided as well with respect to on-line applications.*

**Question 17.** **Will Cyber Vendexors collect payment on behalf of RGD?**

*Answer* *Yes, which will be paid to RGD via the Cyber Vendexors' credit cards. Customers will receive R.G.D. receipt numbers.*

**Question 18.** **What is the duration of training?**

*Answer* *A maximum of two (2) weeks initially.*

**Question 19.** **Are government employees eligible to apply?**

*Answer* *According to the Jamaican Public Sector's Staff Orders, Chapter 4, Subsection 4.2.9, they would not be eligible. Applicants from overseas are to check with their relevant government departments to enquire if they are eligible to apply.*

**Question 20.** Are there any other categories of persons who are not eligible to apply?

*Answer* As stated in the Application Package, members of RGD's staff, Local District Registrars (LDRs), immediate families of members of RGD's staff and Local District Registrars (that is, parents, children, siblings, and spouses), Marriage Officers, RGD's Board of Directors, persons/firms who have contractual arrangements with the Agency as it relates to the production and delivery of certified copies such as contractors for courier service and security stationery.

**Question 21.** Will I operate in a location provided by RGD?

*Answer* No, RGD will not provide a location. You will need to read the Application Package and compete with others for the particular location and provide your own place of operation.

**Question 22.** Can the store/location be a virtual one? My plan is to serve Jamaicans globally and as such a physical store makes it that much more difficult and expensive.

*Answer* No. Applicants for births, deaths and marriages, will need to visit a physical location for consultation with you, before actually submitting their applications to you. In addition the RGD must be provided with an address for the place of operation.

**Question 23.** What are the benefits for the Cyber Vendexor (CV)? Will there be a commission paid for each transaction completed/per application type?

*Answer* The Cyber Vendexor operates his/her own registered business and may charge a fee for providing guidance to customers in addition to the RGD gazetted fees. There will not be a commission paid by RGD, but a recovery by RGD of the administrative costs incurred for training, etc..

**Question 24.** If my application is approved, am I allowed to price my service in addition to the cost for the RGD service? If so, is there a cap?

*Answer* Yes, you are allowed to price your services for births, deaths and marriages on-line, in addition to the cost for the RGD service, within an agreed specific band.

**Question 25.** What will be the associated cost for training, certification, Information Technology and Marketing/Public Relation support? This is needed as it will impact on the overall cost/assessment if this is a viable and profitable option.

*Answer* You will be advised subsequent on your selection. The RGD will seek only to recover on the associated cost and there will be no markup.

**Question 26.** It is noted that the Cyber Vendexor will **promote** some of the Agency's services - will RGD supply these materials and if so, will this be a part of the marketing costs to be recovered from the Cyber Vendexor?

*Answer* R.G.D. will share the material published in house. These specifics will be addressed after your successful selection and these will be included in an agreement.

**Question 27.** What will be the service levels for the turnaround for each application type upon the time of submission by the Cyber Vendexor?

*Answer* The service levels turnaround times in operation are (a) Express – two (2) working days (b) Seven (7) Working Days and (c) Regular Service: 4 to 6 weeks.

**Question 28.** How will RGD handle services that are delayed or do not meet the required turnaround time?

*Answer* As currently exists, a refund of the Express fees are applicable if there is a R.G.D. service failure. This will be embodied in a written agreement.

**Question 29.** Will there be a special service line to support the Cyber Vendexors' queries?

*Answer* Yes.

**Question 30.** Does the person who bought the Application Package have to be the same person to apply to be the Cyber Vendexor?

*Answer* No. The receipt can be written in someone else's name. It does not have to be written in the name of the person applying.

**Question 31.** Can two persons be co-applicants in one application?

*Answer* Yes, provided that they are the registered owners of the business or they are the Directors in the Company.

**Question 32.** Can one person apply for more than one location and if so, do they need more than one application forms?

*Answer* Yes, they can apply for more than one location, however, they need to submit separate applications for the locations selected. An individual applicant does not need to purchase more than one application package.

**Question 33.** How does one prove that he owns the computers and the printers if he does not have the receipt to indicate that he is the owner.

*Answer* He needs to submit with his application, a statutory declaration. The signature of that letter is to be witnessed by a Justice of the Peace or by a Notary Public, if the applicant is overseas.

**Question 34.** When making the application, should the applicant have access to the internet at the location where the cyber vendexing is to occur?

*Answer* Yes, so that the applications and payments can be updated immediately and the Application Tracking Number generated so that customers can be provided with this information by the Cyber Vendexors..

**Question 35.** Will I have a RGD logo on my place of business?

*Answer* The RGD will provide Cyber Vendexors with a notice to be displayed publicly in their place of business, indicating that they are authorized to operate as Cyber Vendexors of the RGD.

**Question 36.** Are the Referral Forms to be completed by the same referee?

*Answer* No. Each Referral Form is to be completed by a different referee as indicated in the Application Package.

**Question 37.** Is the receipt to be written in the applicant's name only?

*Answer* The receipt can be written in someone else's name. It does not have to be the person applying.

**THE RGD IS NOT RESPONSIBLE FOR ANY INCORRECT INTERPRETATIONS OF THE QUESTIONS ASKED, OR ANSWERS GIVEN AS INCLUDED IN THE FREQUENTLY ASKED QUESTIONS (FAQ) FROM OUR APPLICANTS TO BE PROSPECTIVE CYBER VENDEXORS OR FROM OUR STAKEHOLDERS.**