



VisasDirect
A CIBT COMPANY

USER GUIDE

VisasDirect Website

VisasDirect's online ordering process is Fast, Easy and Secure. VisasDirect customers and clients can access a proprietary, state-of-the-art database that contains all the specific requirements for travellers of any nationality to travel anywhere in the world. VisasDirect provides our customised Application Pack that includes precise, easy-to-follow instructions, requirements, and all the necessary application forms needed to obtain your travel visa. You will be provided with your company's specific account information prior to the launch of the new website.

The screenshot displays the VisasDirect website interface. At the top left is the logo "VisasDirect A CIBT COMPANY". To the right are login fields for "User Name" and "Password", with a "Forgot your password?" link and a login icon. Below the logo is a navigation bar with tabs: "Home", "Visas", "Service Directory", and "Status Check". The main content area features a "Need a Visa?" form with four dropdown menus: "I hold a passport from" (set to "Australia"), "State of residence" (set to "Select One"), "I am travelling to" (set to "Select Country"), and "I am travelling for" (set to "Select One"). Below these is a link "Add Another Destination" and a "SUBMIT" button. The background of the main area shows a world map with the text "FAST & EASY VISAS" overlaid.

The VisasDirect Solution

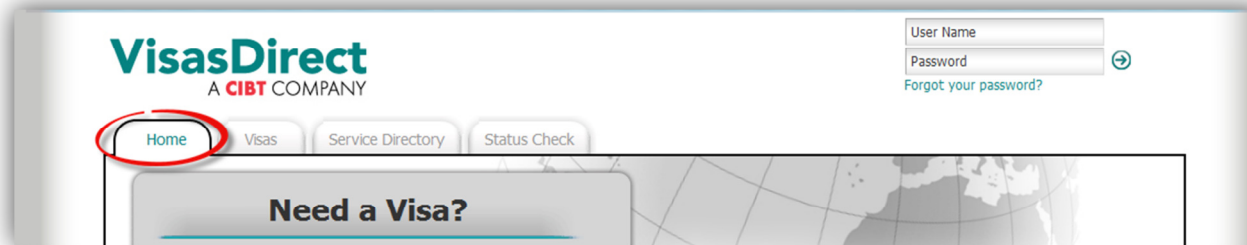
Fast - way to get a visa.

Easy - If you have any questions throughout the process, VisasDirect can help. Our experts are available by phone or email.

Secure - Your private data and documents are only handled by screened and bonded VisasDirect specialists.

Obtaining Visa Requirements

VisasDirect's website provides its users with multiple research tools. To obtain visa requirements for all nationalities, you can begin your research from either the Home or Visa page which you can easily access by clicking the Visas tab at the top of the page.



Step One: Select traveller's nationality by clicking on the drop down list.

Step Two: Select country of destination by clicking on the drop down list.

Step Three: Select the state of residence from drop down.

Step Four: Select purpose of trip (i.e. business, leisure).

Step Five: Click the Submit button.

This is a screenshot of the 'Need a Visa?' form. It contains four rows of dropdown menus: 'I hold a passport from' (set to Australia), 'State of residence' (set to Select One), 'I am travelling to' (set to Select Country), and 'I am travelling for' (set to Select One). Below the dropdowns is a link that says 'Add Another Destination' and a green 'SUBMIT' button.

If more information is required you will be prompted to select the information from the drop down list on the pop-up screen.
Click Submit to view requirements.

This is a screenshot of a pop-up form titled 'TO PROCESS A VISA WE NEED ADDITIONAL INFORMATION'. It contains two rows of dropdown menus: 'How many times will you enter the country?' (set to Select One) and 'How long do you need your visa to be valid?' (set to Select One). At the bottom right is a green 'SUBMIT' button.


Gathering Information for an Order

You will be presented with easy to read onscreen information about your visa request results. From here you can view documentation required, processing options, consular closing dates, processing fees and more. From this page you can view the full application pack or e-mail an application pack to yourself or a client.

You will be advised if a visa is required. Here you can edit the information or start your order if you are ready to proceed.

To edit your request simply click 'Edit' to change the request.

Hover over the boxes to view requirements for your visa request. These requirements are compulsory to obtain your visa request.



Yes, a visa is required for travel to this country. Start your China visa application now.








China: Australia Citizen, Victoria, Business, Single Entry, Three Month Validity [Edit](#)

[View Application Pack](#) [Email Application Pack](#) [CONTINUE](#)

Important Information

Official Government Invitation
To simplify the process of applying for a Chinese visa application please provide an Official Chinese Government Invitation. VisasDirect can assist you in obtaining an Official Chinese Government Invitation when you select "Authorised Invitation" below.

The Documents You Will Need For Your Visa
Each document is part of the VisasDirect Application Pack which has step-by-step instructions, application forms and the requirements to obtain your travel documents. Rollover each document for more information.

Passport 	Photographs 	Photocopy of Application Materials 	Letter of Invitation 
Visa Application Form 	VisasDirect Confirmation 	Photographs One passport sized colour photograph. The photograph must: <ul style="list-style-type: none"> • Have a white background • Be taken within the last three months • Be matt or semi-matt finish 	
Applicants born in certain countries 			

Click the 'Continue' button [CONTINUE](#) once you have gathered your documentation and are ready to send your order for processing.

Starting an order – Traveller information

Throughout the online order process you will see the progress of your order entry at the top of each page. Each arrow indicates what stage of the online order process you are in.



To start your order you will need the following information: **Current passport details, Date your passport must be in your possession and Valid payment method.**

Input important dates required for travel. The Date passport required back should reflect the date you will need your passport back in your possession in order to meet your next International departure date.

Enter all travellers' personal information including name, date of birth, address and passport details. Any field containing an * is mandatory.

Contact information should list details of the person whom should be contacted regarding any specifics about the order.

Important Travel Dates

*Date passport must be in your possession

Destination: China

*Entry Date *Exit Date

Traveller Details

Enter Traveller's Information

*Total Number of Travellers

TRAVELLER #1

*First Name

*Last Name

*Date of Birth

*Primary Phone Number

*Mobile Phone

*Email

*Retype Email

*Select One ☐ I want to use the Concierge Service and have a specialist manage my visa application. [Learn more](#)
☐ I do not want to use this service.

Click **BACK** to return to the previous page or **NEXT** to proceed

Starting an order - Collection and Despatch

VisasDirect provides a courier collection and despatch service, if required, and the details for this can be found on the second page of the online order flow.



You can select whether you wish to use Agency or Courier Collection of your application, or make your own arrangements to have the documents sent to VisasDirect or dropped in person.

Agent Collection will automatically populate your agency address, if Courier Collection enter the address details in the fields provided.

Please specify the date on which the documents are to be collected. (within 7 days of the online lodgement).

Select the return delivery method from the drop down menu. Use collection address or enter a new address.

Click **BACK** back to return to the previous page **NEXT** to proceed

VisasDirect
A CIBT COMPANY

Select Collection and Delivery Method
* FIELDS ARE REQUIRED

Collection Service

☒ I want VisasDirect to collect my application.
☐ I will send my application to VisasDirect.

Agency Collection

Collection Address
 Janea Travel
 21 New Street
 Melbourne
 VIC 3000
 AUS

* Contact Name
 Jane Smith

* Contact Phone Number
 Country Code 61 Area Code 3 Number 133747

* Collection date
 Select the date your application will be ready for us to collect

☒ PICKUP REQUIRED

* Collect between 09:00

Delivery Service

Returns (Visa Satchel 500gm)

Deliver My Order To This Address

☒ Use collection address
☐ New address

Traveller Information | **Collection and Delivery Method** | Services, Fees and Payments | Review and Submit

BACK **NEXT**

Selecting Services, Fees and Payment

VisasDirect provides flexible payment options via E-Way's secure online payment gateway. Your client's personal information will be kept safe and secure through this trusted provider.

Traveller Information

Collection and Delivery Method

Services, Fees and Payments

Review and Submit

Review and select the service and fees for your order if there is more than one option available. Ensure that date required can be met.

Verify the Collection Method and fees are correct.

Payment method is based on each individual account. Complete any payment method details as requested and click *I agree to the VisasDirect [Terms of Use](#)

Click **BACK** back to return to the previous page **NEXT** to proceed

Services, Fees and Payments

REVIEW AND SELECT THE SERVICES AND PROCESSING FEES FOR YOUR ORDER. * FIELDS ARE REQUIRED

Services and Processing Fees

China Visa: Business, Three Month Validity, Single Entry, Australia Citizen

☒ **2 Working Days**

Consular Fee:
VisasDirect Fee:

☐ **3 Working Days**

Consular Fee:
VisasDirect Fee:

☐ **4 Working Days**

Consular Fee:
VisasDirect Fee:

Collection from VisasDirect
Victoria:

Payment Method

Please make payment for consular fees mentioned above when submitting your visa application to VisasDirect. Service fees and courier fees will be billed to your monthly account.

Consular fee payment option 1. **Company Cheque:** Please make cheques payable to CIBT Visalink Pty Ltd. Please include your cheque with all other required documentation when submitting your visa application to VisasDirect.

Consular fee payment option 2. **Bank transfer:** Please make a bank transfer to CIBT Visalink Pty Ltd, BSB 063 000, ACC 1222 4399 (quote your order number). Please include proof of payment with all other required documentation when submitting your visa application to VisasDirect.

Consular fee payment option 3. **eNett:** Please make an eNett transfer to ECN 207998 (quote your order number). Please include proof of payment with all other required documentation when submitting your visa application to VisasDirect.

Please note: Visa applications received by VisasDirect with insufficient consular fee payments or not submitting proof of payment will result in 'Consular Fee Raising' charges being applied to your account as per agreed rates and/or in delays in visa application processing.

Billing Reference (if applicable)

Consular fees and VisasDirect fees are charged per traveller. The total price of your order will depend on the services you select, the number of travellers and the number of business days we have to process your order, starting with the day we receive all your completed forms and information. VisasDirect fees are per application and are inclusive of GST, Consular fees and third party fees. Consular fees are set by the destination country and are subject to change without notice. Unless specified by a written agreement, VisasDirect reserves the right to charge a 2.5% expense provision fee on consular fees.

☐ * I agree to the VisasDirect [Terms of Use](#)

Need Date Validation – Reviewing the Traveller's Date Required

VisasDirect's website automatically validates the information that you provide to ensure that the date by which you have requested to have all documents returned to the traveller can be accommodated. Need date validation looks at the consular closures and processing times to determine if the dates entered can be met. If not, you will be prompted to either enter a new date required, new shipping method or change speed of processing if more than one option is available.

Need Date Validation

** FIELDS ARE REQUIRED*

Based on the information you provided and the ability for the Consulate to process your request we recommend that you update the processing time or the date you need to have your passport back in your possession. Use the edit buttons to update your travel information and then submit your order.

Important Travel Dates

[EDIT](#)

Update Your Travel Dates

Date passport must be in your possession 29-06-2013

Update your need date 01-07-2013

Update entry and exit dates

China Entry Date: 30-06-2013, Exit Date: 09-07-2013

Services and Processing Fees

[EDIT](#)

Select A Faster Processing Option

China : Tourist, Six Month Validity, Multiple Entry, Australia Citizen, 4 Working Days

Review and Submit an Order

You are now ready to review the details of your order and click Submit. Once you click submit your order is received in our system and set as awaiting documentation. You should ensure that your documents are sent with sufficient time to process and return back to you/your traveller.

At this stage of the process you will need to verify that all fields are correct. If you need to edit any field simply click **EDIT** in the field you wish to modify. You will be allowed to edit the field without having to start over.

Once you have verified that all of the details are correct, click Submit Order to receive an email confirmation and summary of your order details.

SUBMIT ORDER

Updating a Shipping Method or Address

The shipping method selected can be changed up to the time the file is activated by a VisasDirect staff member. The nominated address may be changed up until the point at which we charge or invoice the order. If there is a need to update the shipping method but the file has been activated, email despatch@VisasDirect.com.au and provide the details.

Review and Submit

SUBMIT ORDER

* FIELDS ARE REQUIRED

Important Travel Dates

EDIT

Date passport must be in your possession	12-06-2013
China	Entry Date: 14-06-2013, Exit Date: 21-06-2013

Traveller Details

EDIT

Traveller #1	
Name	Ann Whitehead
Date of Birth	10-03-1980
Phone Number	61488747447
Email	ann.whitehead@visalink.com.au
Passport Number	M6268479
Passport Expiry Date	13-04-2017

Order Contact Information

EDIT

Same as Traveller's Details

Delivery Method

EDIT

Collection from VisasDirect Office Victoria

Pick up your documents at the VisasDirect office listed here.

VisasDirect
15A / 21 Sabre Drive
Port Melbourne Victoria 3207
Australia

Monday-Friday 9:00 am - 5:30 pm

Invoice Address

EDIT

Company	Ansa Design
Name	Ann Whitehead
Street Address	21 Sabre Drive
Suburb	Port Melbourne
State	Victoria
Country	Australia
Postal Code	3207

Checking the Status of an Order in Process

VisasDirect provides updates of your order during every stage of progress from the moment we receive your documents up until they have been despatched. Our online tracking tool allows our clients to view real time tracking of the application from our website.

Click the **Status Check** tab at the top right of the page and enter either the Order Number (which is provided in the email summary) and your last name *or* your date of birth and last name and click

CHECK STATUS



You will see a summary of the Online Order that contains details of the order. To update shipping method or address click **Update Despatch Information** to change either delivery method or delivery address.

Your Online Order Has Been Received

Your order has been received, but your documents have not. You must provide VisasDirect with a complete set of forms and documents before we can start to process your order.

VisasDirect order status as of 12:08 PM EST 27-05-2013



Thank You

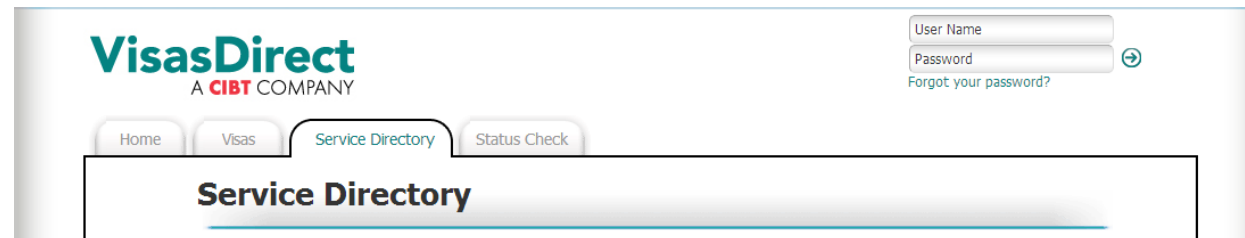
A VisasDirect Application Pack has been sent to the email address you provided. To complete your application follow these three easy steps:

- ✓ **Read your order confirmation email from VisasDirect.** It has details of your order and provides you with the VisasDirect Application Pack which has instructions on the personal documents and forms you will need to complete.
- ✓ **Send your personal documents and completed forms to VisasDirect.** Once you have gathered your personal documents and completed the forms make a copy for your records and have the originals ready for collection. In case a collection wasn't selected, please make sure you submit your documents to the VisasDirect location listed in the VisasDirect Application Pack.
- ✓ **VisasDirect will begin processing your order.** As soon as we receive your documentation VisasDirect will email you a summary of your order and we will contact you if additional information is required.

VisasDirect is committed to processing your order quickly, securely and as easily for you as possible. If you have questions, VisasDirect specialists are available by email info@visasdirect.com.au or call 1902 211 133.

Additional Features

VisasDirect's Service Directory provides extensive information and links to virtually any information required for the order process such as service and despatch methods, travel updates, resources and much more. Below highlights some of the more popular features. To access this section simply click on the Service Directory tab located at the top of the page and click any link to view the contents.



Application Forms and Guidelines -

research, print and obtain application forms, instruction guides sample business letters and photo guidelines.

Consular Closings provides up to date

information of any Embassy or Consulate closures.

FAQ's link includes a comprehensive list of questions and answers on how VisasDirect assists you to obtain a visa.

Application Forms and Guidelines

Consular Closings

Travel Visa FAQs

Additional Features Continued

Sample Visas section provides you with an insight on how a visa will look and explains how to read it.



China Visa

Key

1. Visa Type
2. Number of Entries
3. Validity
4. Duration of Each Stay
5. Date of Entry
6. Date of Exit
7. Visa Remarks
8. Name *
9. Passport Number *
10. Date of Birth*
11. Photo Information*
12. Date of Issue
13. Place of Issue

* Dates can be formatted as DD/MM/YY or MM/DD/YY.

Visa Quick Check for Australian Passport holders contains an easy to access list of all countries and visas required for business or tourist travel.



Visa Quick Check

Australian Passport Holders: See if your destination requires a visa.

[See All Countries](#)

Weekly Updates provides the most up-to-date information on travel visa requirements, consular closures and other helpful information. Sign up to receive weekly updates sent to your email address.



Get the VisasDirect Update

Provide us with your contact information and we will add you to the next VisasDirect Update. **Required Fields*

*First Name

*Last Name

*Company

*Email

*Retype email

SUBMIT

Manage Users

Visit this tab to update your registered contact information including Username, email address and phone number, or to change your password.

Home Visas Service Directory Status Check **Manage Users**

[My Account](#) [Update Password](#)

Manage My Account - Update

Update the contact information or change the user type.

*First Name

*Last Name

*User Name

*Email

*Phone Number

Home Visas Service Directory Status Check **Manage Users**

[My Account](#) [Update Password](#)

Update Password

*Password

*Retype password

FAQ

- The Visas Direct website is www.visasdirect.com.au
- Our phone number is 133 747
- Consular fees now require payment made directly to VisasDirect and not the diplomatic mission. Direct deposit, agent company cheque payable to CIBT Visalink Pty Ltd or via eNett.
- Your Toll Priority account will still be active for sending other documentation or parcels to us or to anywhere in Australia.
- To order 500g Visa Satchels, please call 133 747, select option 4, then select the state you are calling from to submit your order with Toll Priority Internal Sales. Make sure to have your Toll Priority account number ready.
- Option 1 for visa processing (application in progress)
- Option 2 for visa advisory (visa information enquiry)

Specific Enquiries

Select the appropriate topic to meet your specific needs:

Learn more about VisasDirect

info@VisasDirect.com.au or call 1300 778 765

Check the status of your order

Go to <https://VisasDirect.com.au/status-check.php>

Update your delivery information

despatch@VisasDirect.com.au

Update your account

acctmgmt@VisasDirect.com.au

Questions about your invoice

accounting@VisasDirect.com.au

Make a change to an existing order

visas@VisasDirect.com.au

Become an Affiliate

acctmgmt@VisasDirect.com.au

Become a client

clientservice@VisasDirect.com.au

Website technical issues

webmaster@VisasDirect.com.au