



SALES SHEET

BUSINESS TRAVEL MANAGEMENT

VISA AND IMMIGRATION



P.O Box 71150, Nigeria



45 Oduduwa Way, GRA Ikeja,
Lagos Nigeria.

Email:





VISA AND IMMIGRATION SERVICES

BTM has an extensive range of products and services, which may be specifically tailored to suit each individual clients' requirements. Included in our bouquet of services is the BTM Nigeria Protocol

BTM Nigeria has a team who are trained to offer efficient visa and immigration services to our clients.

BTM Nigeria's Visa and Immigration department is wholly owned and operated by BTM.

As part of our mantra, BTM personnel follow the principle of '...PROVIDING CORPORATE TRAVEL SERVICES THAT ARE PERCEIVED AND RECEIVED AS EXCELLENT'.



P.O Box 71150, Nigeria



45 Oduduwa Way, GRA Ikeja,
Lagos Nigeria.



Email: bidresponse@btmlimited.net





VISA PROCESSING (ONLINE)

E-Visa

Process Name: VISA PROCESSING (Application through VFC)

Triggers: Business meetings, Trainings, Academic and Personal visits

S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
1	Client sends the request to BTM Limited or comes into the office to make enquiries. It could also be via phone enquiry.	Visa and immigration expert acknowledges email request and notifies clients of all requirements for processing request within 2 hours or less	Invitation letter/support letter from the organisation stating purpose of visit. Certificate of incorporation and tax certificates for company or individuals as case maybe.(where required)	Client Company When all documents have been verified by the consular officers, the visa can then be approved. Then at this stage applicant is sure of travel plans	Time is a key factor when it comes to visa processing, at both the submission and the collection stage. Processing time also varies for different embassies	Client must be informed that processing of request will only commence after all relevant documents have been received, communicated timeline is from when documentation is completed. Appropriate visa fees must be paid and also cases where embassy has contracted out to an agent (VFC) they also have their own charges.

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S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
2	Visa and immigration expert.	Check passport validity (not less than 6 months and enough pages(2 blank pages must always be available)	Information Required Datapage of international passport of invitees inclusive of utility bills (where applicable)			No fasttrack for family & student visas. Fast track can be facilitated depending on the issues at stake
3	Visa and immigration expert.	After checking of all documents and are complete, the client is asked as to when it is convenient for him or her to go for the submission at the VFC (Visa Facilitation Centre) office.	Health insurance (where applicable - please refer to embassy requirement) Bank statement (where applicable - please refer to embassy requirement) Bank statement is a basic requirement for all embassies.			Inform clients that bank statement must cover one year's school fee - student visa For Schengen visa request, the first port of entry must be the visa on the passport.

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Triggers: Business meetings, Trainings, Academic and Personal visits

S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
4	Visa and immigration expert.	Tracking application starts after visa processing time.	Yellow card from port health(where applicable – please refer to embassy requirement)			Tracking is done with reference number and passport number/date of birth on the VFS website.
5	Visa and immigration expert.	Collect passport and inform the client whether the visa has been granted or refused.	Ticket and hotel reservations which should correspond with intended travel dates as stated on forms.(where applicable – please refer to embassy requirement)	OPM	Immediately VISA is acquired or denied and passport forwarded to client.	Where tracking no is discovered to be wrong, an immediate visit is made to the VFS centre for corrections

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S/N	Actors	Process Steps	Medium/ Documents/ Information	Approvals	Time scales	Risk Mitigation
6	Visa and immigration expert.	Visa and immigration checklist is completed and signed off by the assigned visa expert and the Operation Manager	Required Ticket and hotel reservations which should correspond with intended travel dates as stated on forms.(where applicable - please refer to embassy requirement) Marriage cert (where applicable - please refer to embassy requirement) If you are married, it's compulsory to show certificate of marriage to prove legitimacy. 6 months Pay slips (where applicable - please refer to embassy requirement) Telephone Call ,SMS or Email Visa and Immigration checklist.	OPM	Immediately VISA is acquired or denied and passport forwarded to client.	If there is an error with the Tracking Number Note: that it does make the visa not to be issued nor cause delay in the processing. Tracking code should be copied out of the collection slip for tracking purposes; collection slip should be left with the client except for cases where client agrees that the assigned visa expert should collect his/her passport upon release by the embassy..

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S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
						Countries reserve the right to review the visa application requirements at anytime without prior notice. Between step three (3) and step four (4), payment is made. Transaction is posted into TRAACS immediately the exact cost of transaction is ascertained. Visa expert starts completing the Visa and immigration checklists from the beginning till the - Date documents submitted for processing section while visa processing was still ongoing. The remaining part of the checklist is completed upon collection of issued visa or forwarding of passport to client in case of refusal.

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VISA PROCESSING (ONLINE)

Process Name: VISA PROCESSING (Online application)

Triggers: Business meetings, Trainings, Academic and Personal visits

S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
1	Client sends the request to Business Travel Management Limited or comes into the office to make enquiries. It could also be via phone enquiry	Visa and Immigration expert acknowledges email request and notifies clients of all requirements for processing request within 2 hours or less	Invitation letter/support letter from the organisation stating purpose of visit.	Client Company; When all documents have been verified by the consular officers, the visa can then be approved. Then at this stage applicant is sure of travel plans.	Time is a key factor when it comes to visa processing, at both the submission and the collection stage. Processing time also varies for different embassies	Client must be informed that processing of request will only commence after all relevant documents have been received, communicated timeline is from when documentation is completed.
2	Visa and immigration expert.	Check passport validity (not less than 6 months and enough pages(2 blank pages must always be available)	Certificate of incorporation and tax certificates for company or individuals as case maybe.(where required) Data page of international passport of invitees inclusive of utility bills (where applicable)	OPM		Appropriate visa fees must be paid and also cases where embassy has contracted out to an agent (VFC) they also have their own charges.

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E-Visa

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S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
3	Visa and immigration expert.	<p>After checking of all documents and are complete, the affected embassy's online visa application platform is opened and application form is completed with the information provided by the client.</p> <p>Check passport validity (not less than 6 months and enough pages(2 blank pages must always be available)</p>	<p>Health insurance (where applicable – please refer to embassy requirement)</p> <p>Bank statement (where applicable – please refer to embassy requirement) Bank statement is a basic requirement for all embassies.</p> <p>Data page of international passport of invitees inclusive of utility bills (where applicable)</p>	<p>Client Company; When all documents have been verified by the consular officers, the visa can then be approved. Then at this stage applicant is sure of travel plans.</p>	<p>Time is a key factor when it comes to visa processing, at both the submission and the collection stage.</p> <p>Processing time also varies for different embassies</p>	<p>Client must be informed that processing of request will only commence after all relevant documents have been received, communication timeline is from when documentation is completed.</p> <p>Appropriate visa fees must be paid and also cases where embassy has contracted out to an agent (VFC) they also have their own charges.</p>

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S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
4	Visa and immigration expert.	Copy of the completed application form is sent to client for vetting.	Yellow card from port health(where applicable – please refer to embassy requirement)			No fasttrack for family & student visas. Fast track can be facilitated depending on the issues at stake. Inform clients that bank statement must cover one year's school fee – student visa For Schengen visa request, the first port of entry must be the visa on the passport

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S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
5	Visa and immigration expert.	Once completed form is corrected and sent back, the form will be submitted online then payment will be made, interview date will be scheduled for submission at the Visa Application Center to take place.	Ticket and hotel reservations which should correspond with intended travel dates as stated on forms.(where applicable - please refer to embassy requirement)	Marriage cert (where applicable - please refer to embassy requirement) If you are married, it's compulsory to show certificate of marriage to prove legitimacy.		If there is an error with the Tracking Number Note: that it does make the visa not to be issued nor cause delay in the processing. Tracking code should be copied out of the collection slip for tracking purposes; collection slip should be left with the client except for cases where client agrees that the assigned visa expert should collect his/her passport upon release by the embassy.

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S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
6	Visa and immigration expert.	Upon submission of application form, tracking of visa application continues.	6 months Payslips (where applicable - please refer to embassy requirement) Telephone Call ,SMS or Email	OPM	Immediately VISA is acquired or denied and passport forwarded to client.	Where tracking no is discovered to be wrong, an immediate visit is made to the VFS centre for corrections Tracking is done with reference number and passport number/date of birth on the VFS website.
7	Visa and immigration expert.	Collect passport and inform the client whether the visa has been granted or refused. Visa and immigration checklist is completed and signed off by the assigned visa expert and the Operation Manager.	Visa and Immigration checklist.			An email will be created on behalf of client for visa application purposes where applicable. Applicant should be advised that all information provided is confidential and safe.

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S/N	Actors	Process Steps	Medium/ Documents/ Information Required	Approvals	Time scales	Risk Mitigation
						Countries reserve the right to review the visa application requirements at anytime without prior notice.



Visa expert starts completing the Visa and immigration checklists from the beginning till the - Date documents submitted for processing section while visa processing was still ongoing. The remaining part of the checklist is completed upon collection of issued visa or forwarding of passport to client in case of denial of the visa application

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PRICE

STANDARD FEE SCHEDULE

The transaction fee is benchmarked against US dollar, this fee calculation will be reviewed at the prevailing Business Day exchange rate.

	TRAVEL SERVICE (S)	TRAVEL SERVICES FEATURES	STANDARD/ SME TRANSACTION FEE (USD)	LEISURE TRANSACTION FEE (USD)	ONLINE RETAIL BTM Adventures/ App/ TBS (excludin JE)	Group/ Family Discounts	Remarks
S/N	Domestic Air Flight	Booking/ Issuing of Air Ticket	18	10	COMMISSION RETAINED, TAX AND DIP CHARGED ONLY (USD 10 where no commission)	25% discount per group/ family of 4	Flights within Nigeria
	Regional Air Flight	Booking/ Issuing of Air Ticket	30		0.00\$ COMMISSION RETAINED, TAX AND DIP CHARGED ONLY (USD 10 where no commission)		Flights within 5 hours of Nigeria
	International Air Flight	Booking/ Issuing of Air Ticket	50	30 Where there is no commission. No Tx fee will be charged	0.00\$ COMMISSION RETAINED, TAX AND DIP CHARGED ONLY (USD 15 where no commission)		Flights over 5 hours from Nigeria
	Air Non-GDS surcharge	50% for domestic	25	20	5		

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S/N	Refund	Refund of Airline Ticket	5%	5%	5%		5% is charged on the base fare as BTM's administration charges
	Ticket Re-issue	Domestic Ticket	10	10	10		N/A
	Ticket Re-issue	Regional / International Ticket	25	25	25		N/A
	Hotel Booking	Booking Online (GDS)	10	10	10		N/A
		Booking of Hotel (Non-GDS)	15	15	10	0.00\$ COMMISSION RETAINED, TAX AND DIP CHARGED ONLY (USD 15 where no commission)	
	Hotel Cancellation	Supplier cancellation fee not inclusive	12	5	5		Booking through local contact or telephone/ e-mail
							N/A

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S/N	Car Hire Booking/Vehicle Transfer	Booking Charge	15	10	5		N/A
	Specialised Car Bookings	Booking Charge	30	10	10		Per Transaction
	Bill Back Service	Per Transaction	10% of the vendor invoice	N/A	N/A		Per Transaction
	Paper Document Deliver	N/A	0.2 (Per Page)	10	10		Upfront settlement of the supplier invoice by BTM, who bill RFQSHARPTO3-0003 for this afterwards
	24 HOUR / AFTERHOUR SERVICES	Per Ticket Issue/Document	12	5.00 \$ (apply at Point of Sale)	0		
	MEET & GREET	Domestic Meet & Greet	15	15	15		

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S/N	MEET & GREET	International VIP Meet & Greet	120	80	40		N/A
Outgoing (Departure)							
		Domestic Meet & Greet	15	15	15		Meet at arrival hall Meet at AVIO bridge, fast tracked through Immigration and assisted with baggage handling
		International Standard Meet & Greet	35	35		N/A	Meet at departure hall
		International VIP Meet & Greet	100	100	40		Meet at the MMA departure bridge, assisted with check in.
MEETINGS, CONFERENCES AND EXHIBITIONS	Per Event/ Meeting		15%	10%	10% mark up on vouchers/ theme park tickets etc		

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S/N	TICKET RECLAIM	Unused ticket/ segments	25% per ticket reclaimed. 50.00 USD per unused	N/A	N/A	Meet at the MMA departure bridge, assisted with check in, flight confirmation and fast track through Immigration to boarding gate/ lounge
	SPECIAL SERVICES	Adhoc- Post Trip Reporting/ MIS per Report	150	N/A	N/A	
		Pre-Trip Reporting/ MIS per Report	200	N/A	N/A	
		Data Feed to Third Party per Month	50	N/A	N/A	N/A
		Receipt of Data from a Third Party per Transaction	8	N/A	N/A	N/A

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S/N	SPECIAL SERVICES					
	Credit Card Reconciliation per Page	50	N/A	N/A		N/A
	Profile Management Solution per Passenger	2	N/A	N/A		N/A
	VIP/ Concierge Executive Desk per Passenger	45	N/A	N/A		N/A
	Sourcing and Consulting Services	155	N/A	N/A		N/A

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S/N	TRAVEL SERVICE (S)	TRAVEL SERVICES FEATURES	STANDARD/ SME	LEISURE	ONLINE RETAIL	Group/ Family Discounts	REMARKS
			TRANSACTION FEE (USD)	TRANSACTION FEE (USD)	BTM Adventures/ App/ TBS (excluding JE)		
TRAVEL HEALTH INSURANCE							
	ALL TYPES	ALL TYPES	15 USD or 10% total invoice (whichever is greater)	10 USD or 10% total invoice (whichever is greater)	10 USD		N/A
	Visa requirements only	documentation per country	N/A for now	N/A for now	5		Per Report
	Visa Documentation Checking	Securing appointment date for Visa/ Document vetting	15	10	N/A		N/A
	Visa Submission OR Visa Collection	Per Passport	25	25	N/A		N/A

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			TRANSACTION FEE (USD)	TRANSACTION FEE (USD)	BTM Adventures/ App/ TBS (excluding JE)		
	DUBAI VISA	Full processing	190	150	90		PDF document available for download from site
	DUBAI VISA & INSURANCE	Bundle	205	155	129		PDF document available for download from site
	E-Visa	Kenya, Uganda and Tanzania only	28	10	10		A = B
	Expatriate Re-Entry Visa Country Service	Single Entry	100	N/A	N/A		N/A
		Multiply by Number of Entry	150	N/A	N/A		

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			TRANSACTION FEE (USD)	TRANSACTION FEE (USD)	BTM Adventures/ App/ TBS (excluding JE)		
	Passport Processing/ Renewal	Per Passport	25	25	25	25% discount per group/ family of 4 (not applicable for online)	N/A
	Airport Lounges (outside Nigeria)	Issuance of access voucher	10	10	5		N/A
	Airport Lounges (Lagos/ Abuja only)		20	20	15	25% discount per group/ family of 4 (not applicable for online)	N/A

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Standard Pricing Template:

Note: all fees are payable in Naira or USD.

FINANCIAL NOTES

1. Any international service or fare purchased in foreign currency must be paid for in the same currency or USD in advance or via card/ deposit
2. Electronic document delivery only
3. Customized OBT Booking fees are available upon request for SME clients
4. Billing in Naira at the prevailing market rate as evident in Business Day Newspaper or an equivalent National Newspaper
5. Payment is at POS either via credit card or bank transfer
6. All applicable merchant fees for Credit/ Debit card payments are a pass-through cost

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BTM Nigeria is committed to providing exceptionally high standard of services combined with stringent quality control.

The company's dedicated and enthusiastic staff members are experienced, friendly and fully trained professionals offering a consistently high standard of performance and productivity combined with a friendly and professional service.

BTM brings a new way of seeing, new ways of working and new ways of delivering superior corporate services to companies across the world.



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