# ETX-AI pilot Frequently Asked Questions (FAQ)

### What is Emerging Tech Experience (ETX)?
ETX provides technical enablement for technical roles attached to accounts that will be early adopters of emerging tech. We'll achieve this with hands-on, in-person training leveraging SME attendance at Summit Connect locations with the ultimate outcome of accelerating scalable enablement.

### How can I attend?
Attendees are manager-nominated only. Right now this program is in the pilot stage– as we evaluate its effectiveness and budgets for CY25 we may invest in it at scale (i.e. additional agendas, attendees, locations).

### If I have been nominated to attend, how do I register?
In order to participate in an ETX-AI pilot, you need to:

1. Get your manager's approval.
2. Enroll in the ETX-AI pilot learning path.
3. Register for an in-person workshop and book travel by yourself.
4. Complete prerequisites.
5. Attend in-person workshop.

Check your inbox for an invitation email with more details.

### How can I confirm if my registration was received?
Throughout the registration process you'll receive confirmation emails (i.e. upon enrolling in the learning path, registering for in-person workshop, etc.). We will also be able to track your progress and provide status updates as needed. If you do not receive this confirmation, please contact Katie Day [kday@redhat.com](mailto:kday@redhat.com)

### I have been nominated but cannot attend. What should I do?
Contact Katie Day [kday@redhat.com](mailto:kday@redhat.com) immediately to determine next steps.

**As managers, do we have a way to confirm if our nominated attendees have registered?**
Attendee registration for EMEA and Americas ETX AI-Pilots are due by Sep 6 2024. The following week the ETX-AI sponsors (Tech Sales and Services leadership) will receive a status report.  If you have specific questions,  please contact Katie Day [kday@redhat.com](mailto:kday@redhat.com)

**I am attending the EMEA ETX-AI pilot.  Any travel recommendations?**
EMEA ETX-AI pilot will be held on October 10 starting at 8:00 AM.  We recommend arriving in London no later than the evening of Oct 9, and departing anytime after 8:00 PM on Oct 10.  For travel tips and other details about accessing the RH London office please visit the [RH London office source page](#).

**I am attending the Americas ETX-AI pilot.  Any travel recommendations?**
Americas ETX-AI pilot will be held on October 14 starting at 8:00 AM.  We recommend arriving in Dallas no later than the evening of Oct 13, and departing anytime after 8:00 PM on Oct 14.  For travel tips and other details about accessing the RH Plano office please visit the [RH Plano office source page](#).

**I am attending the APAC ETX-AI pilot.  Any travel recommendations?**
APAC ETX-AI pilot will be held over 2 days Nov 12-13.  Nov 12 we will start at 8:00 AM. We recommend arriving in Singapore no later than the evening of Nov 11, and departing anytime after 8:00 PM on Nov 13.  For travel tips and other details about accessing the RH Singapore office please visit the [RH Singapore office source page](#).

**Where can I learn more?**
ETX-AI pilot details can be found in the [Emerging Tech Experience (ETX-AI Pilot) deck](#).

**Still have questions?**
Email ETX-AI pilot lead Katie Day [kday@redhat.com](mailto:kday@redhat.com)

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# Business Traveler Compliance and Visa Information FAQ

## Business Traveler Compliance FAQs

### What is the Business Traveler Compliance Program?

The Business Traveler Compliance Program (BTC) supports associates in identifying and managing compliance obligations for their international and US state-to-state business travel.

The program leverages a combination of travel compliance technology and vendor services to support associates in managing their business travel compliance requirements. To administer the BTC program, Red Hat partners with Ernst & Young (EY) and utilizes the EY Mobility Pathway (EYMP), a secure, online platform designed and configured to track international and US state-to-state business travel and process business travel compliance analysis.

The BTC program has two main components – 1) the pre-travel compliance assessment (*international travel only*) and 2) post-travel data validation (*international and US state-to-state travel*).

### What is a Business Traveler? What qualifies as traveling for business?

A Business Traveler is an associate who undertakes cross-border travel for business purposes that is not otherwise designated as an international assignment by the Red Hat Global Mobility program. **This includes both travel within the United States and internationally to other countries.**

Business purposes generally include, but are not limited to, internal Red Hat meetings, customer meetings, conferences, events, knowledge-sharing meetings, and training sessions. Business travel does not include personal travel, an associate's regular commute from their home to their primary Work Location, or an associate's travel to temporarily outside of the primary Work Location for personal reasons.

### What is the Pre-Travel Compliance Assessment?

Red Hat associates who travel for business internationally are required to complete a [Pre-Travel Assessment](#) in the [EYMP](#) BEFORE booking their international business travel.

Based on the business travel information provided, the EYMP will deliver assessments to indicate if compliance actions will apply in four areas - [immigration](#), [posted worker notifications](#), [social security](#), and [tax](#). If the assessment indicates that pre-travel compliance actions are required,  EY will automatically be authorized to provide support once the associate confirms that they will proceed with the business trip.  **Please** review this [EYMP User Guide](#) before accessing the tool.

### How far in advance of travel do I need to complete the pre-travel compliance steps?

Red Hatters should complete the pre-travel assessment and pre-travel compliance actions (if applicable) as far in advance as possible. For Red Hatters who will require a business visa to travel, we recommend submitting the pre-travel assessment at least 3 months in advance of the planned travel due to visa appointment availability and application processing timelines. Specific requirements vary by country and application processing times could be longer. It's best to complete these steps as soon as possible.

### What is Post-Travel Data Validation?

All Red Hat associates who travel across international borders or between states in the US for business are required to validate the details of their travel in the EYMP. Please see the [Red Hat Business Traveler Policy](#), [International Business Travel Source Page](#), and [Post-Travel Validation User Guide](#) for additional information.

### General Business Visa FAQs

### Where can I find information about business visas and travel documents I need?

Red Hat associates are individually responsible for passport and business visa applications. Red Hat does not have contracts in place with specific passport/business visa service providers and associates are free to choose any provider they prefer. However, Red Hat's recommended services provider is [VisaHQ](#), as VisaHQ partners with Red Hat's [Business Traveler Compliance (BTC)](#) provider Ernst & Young (EY).

### How can I request Business Visa Letters?
The People team supports Red Hat associates by issuing business visa letters required for business visa applications. Associates can apply for business visa letters here.

### How far in advance should I apply for my visa?
Visa application processing times vary by country and many consulates around the world are currently experiencing significant backlogs in appointment availability. Associates will need to apply for their business visas *as soon as possible* and no later than 3 months prior to their date of travel.

### How long will it take to receive my business visa letters after I submit my request?
The standard SLA for the issuance of electronic copies of business visa letters is 3 business days. The delivery of physical copies of business visa letters is dependent upon the availability of shipping vendor services and cannot be guaranteed within a specific timeline. Urgent requests cannot always be accommodated due to volume and requirement considerations.

### Can Red Hat help me secure expedited/emergency appointments for business visa applications?
No, Red Hat is not able to assist associates to secure expedited or emergency appointments at consulates for business visa applications. It is VERY important that associates begin the visa application process well in advance of their travel dates as many consulates around the world continue to experience appointment and services backlogs.

### How do I request proof of travel insurance?
Refer to the Risk Management - Insurance Source page to find information on and proof of insurance for US based and non-US based associates.

### Are expenses related to travel for Visa appointments expensable?
If you are unable to secure a Visa appointment local to you, travel-related costs for Visa appointments in other cities may be expensed following the guidelines above. This includes travel by car, plane, and hotel expenses if applicable. All travel must follow the GET policy.

*INDIA ASSOCIATES ONLY:* When using Udaan for any travel-related expenses for **visas**, you must communicate the use of project code 8552 so that the expense is captured correctly. If not done correctly, the expenses will hit your team budget.

### Can I use an urgent/expedited appointment service from a visa services agency? Will Red Hat reimburse an urgent/expedited appointment service?

The Global Mobility team does NOT recommend that associates use urgent/expedited appointment services from visa services agencies and such fees will not be reimbursed by Red Hat. The service that is provided for these fees consists of the visa services agency monitoring the visa appointment system and scheduling an earlier appointment on behalf of the associate if an earlier appointment opens up (e.g. due to a cancellation). However, visa services agencies cannot guarantee that earlier appointments will become available and therefore cannot guarantee that earlier appointments can be scheduled. Additionally, associates can monitor the visa appointment system and schedule earlier appointments directly at no cost. Accordingly, instead of engaging a visa services agency for the urgent/expedited appointment service, the Global Mobility team recommends the following:

- Associates should monitor the appointment scheduling system for earlier appointment dates to open up, which can happen when cancellations occur.
- Associates can request an [expedited visa appointment](#) from the consulate. The decision to grant an expedited appointment is at the consulate's discretion and therefore also cannot be guaranteed. If associates choose to request an expedited appointment, the Global Mobility team recommends that they go back to the People Operations team to add language into their company-issued business visa letters explaining why the business travel is urgent/critical. Associates will have to provide this information to the Ops team and from there the Ops team can add the language and reissue the letters.

### If my visa application asks for a person of contact, who should I use?

First name of Contact Person: Joel

Last name of contact Person: Rust

Email of contact: jrust@redhat.com

Phone Number: +1 919 754 3700

Address: 100 East Davie Street Raleigh, NC 27601

### Will my US visa allow me to conduct additional business or personal travel?

Yes, the B1/B2 visitor visa authorizes the visa holder to take both business and personal travel in the US. The ESTA (available only to associates of countries who do not require visas for visitor travel to the US, see below) also allows for both business and personal travel in the US.

If you will extend your trip for additional business or personal travel, you will need to reflect all travel dates and activities (use "holiday" for personal travel) in the pre-travel Business Traveler Compliance (BTC) assessment that all Red Hatters are required to submit before taking international business travel.