



Visa Processing System

Problem Statement:

A Visa processing partner approached us to build for them:

1. A seamless Visa finding and applying experience for individuals/travel agents/corporations on the front end.
2. A robust management system for handing off and receipt of Visa documents with consulates/embassies.

Procedure:

Identified the users, detailed out the journey maps for each, talking with IT delivery analysts from the client's side about the artefacts and touchpoint involved.

No. of people interviewed: 4

No. of venues studies: 1

Personas:

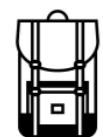
Individual

Apply for self

Apply for family

Apply for group of friends

Payment from one source



Tourist(s)



Senior Traveller(s)



Kid(s) without assistance



Business traveller(s)



Group of friends



Travel Agent

Apply for individuals

Apply for group

Aid in filling multiple forms, Payment from one/multiple sources



Quality Check Officer

Backend



Mission/Visa Officer

Backend

Persona 1



Mei Sun

I am 34 and I love to travel.

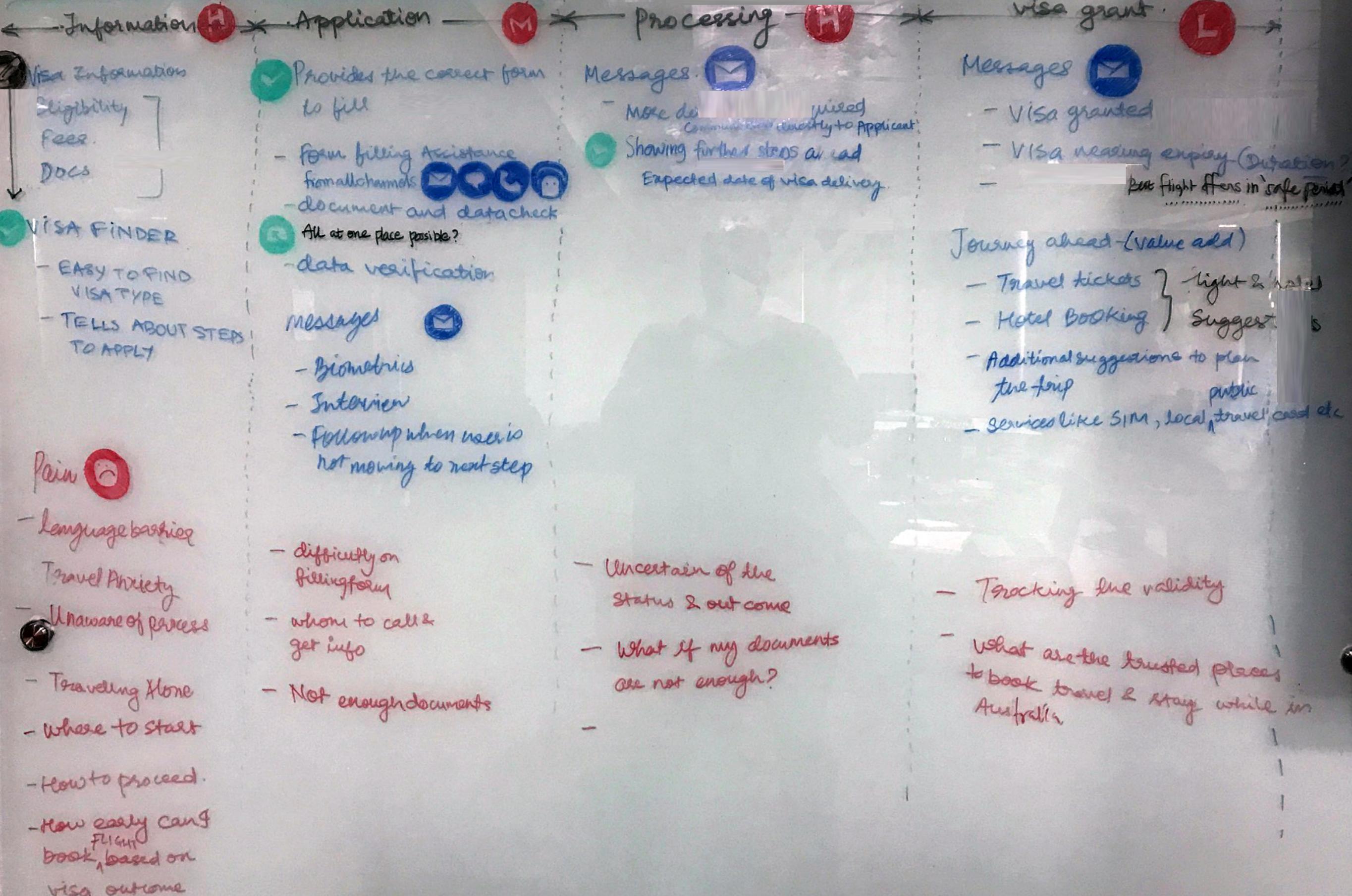
Found two weeks between projects, planned to visit Australia next month as my sister has filled my head about the amazing places they visited earlier.

I find it a short duration but want to make this trip anyway! I plan to see the Coral Reef, Ayers Red Rock and of course the Opera House in Sydney.

I just hope the whole planning the trip is a little less cumbersome than last time!

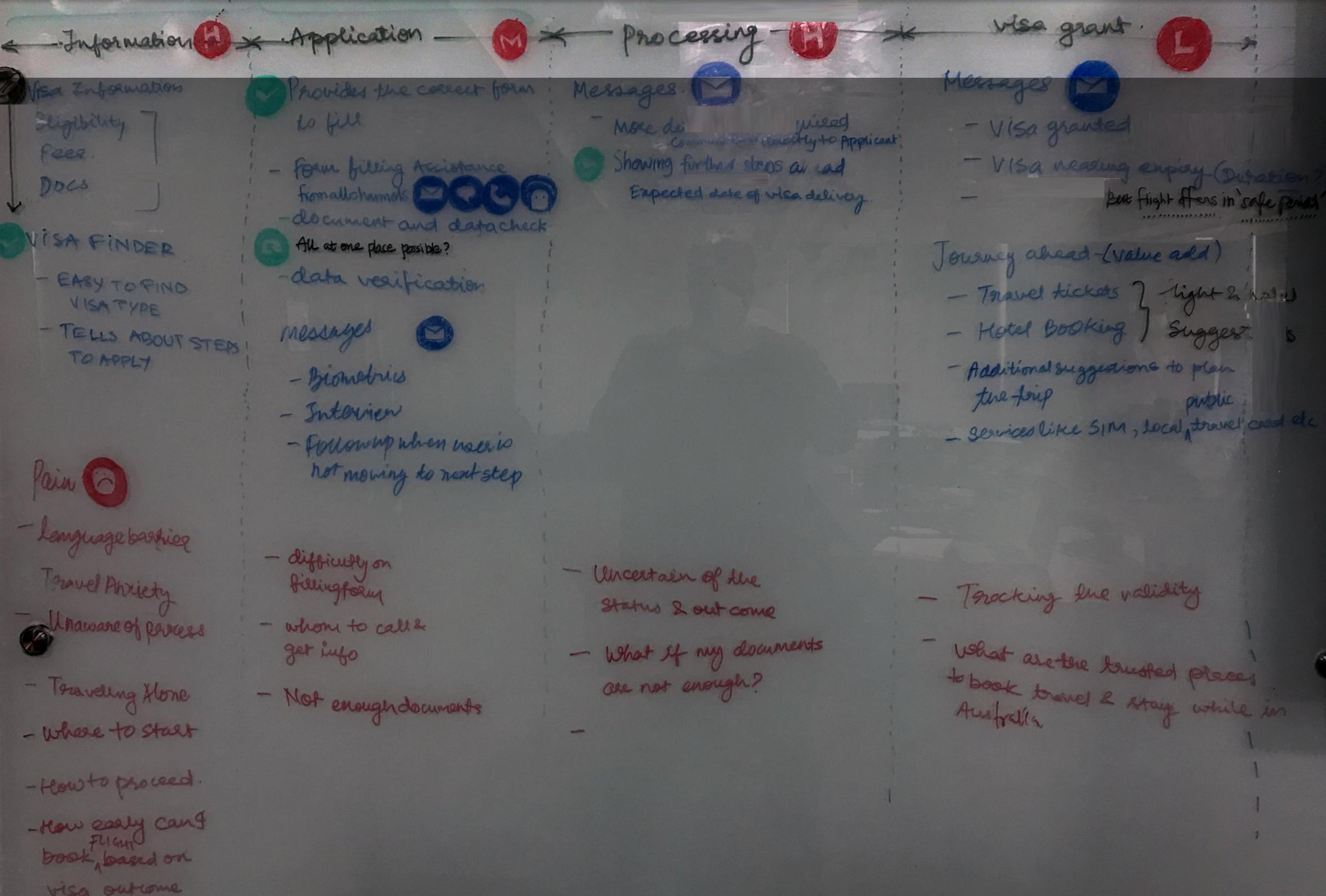
Impactful design

Hand Holding (self-service)



Impactful design Four Stages in Customer Journey

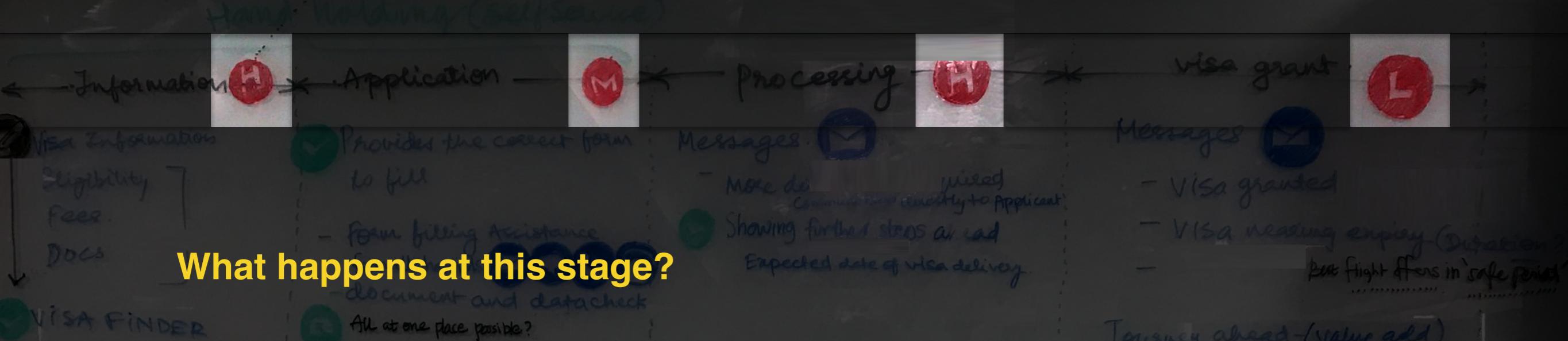
Hand holding (self-service)



LEGEND

Impactful design

Anxiety at each stage



What happens at this stage?

Step by step actions from users end.

Messages

- ✓ - How comes to help here..
- Interview
- Followup when user is not moving to next step

What are the pain points for user at this stage?

Pain
- language barrier
Travel Anxiety
- Unaware of process



- difficulty on filling form, whom to call & get help
- ✓ - Uncertain of the /System addresses the pain points
- Not enough documents
- What if my documents are not enough?
-

- Travelling Alone
- Where to start
- How to proceed.
- How early can I book, based on flight, visa outcome

Journey ahead (value add)

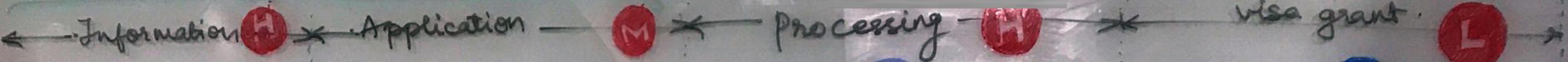
- Travel tickets } light & heavy
- Hotel Booking } Suggest
- Additional suggestions to plan the trip
- services like SIM, local travel ^{public} cost etc

- Tracking the validity
- What are the trusted places to book travel & stay while in Australia

First Stage: Information

Impactful design

Hand holding (self-service)



Visa Information

Eligibility
Fees.

DOCS

VISA FINDER

EASY TO FIND
VISA TYPE

TELLS ABOUT STEPS
TO APPLY

Pain

- Language barrier

Travel Anxiety

Unaware of process

- Travelling Alone

- Where to start

- How to proceed

- How early can I book, based on FLIGHTS

visa outcome

Provides the correct form
to fill

- Form filling Assistance
from all channels

- document and data check
All at one place possible?

- data verification

Messages



- Biometrics

- Interview

- Followup when user is
not moving to next step

Messages



- More direct communication
directly to Applicant

- Showing further steps ahead

- Expected date of visa delivery

Messages



- Visa granted

- Visa reading expiry (Duration)
but flight offers in safe period

What happens at this stage?

Mei needs Visa Information.

She provides her data to the portal to
check eligibility, Fees, etc.

- difficulty on
filling form

- whom to call &
get info

- Not enough documents

- Uncertain of the
status & outcome

- What if my documents
are not enough?

-

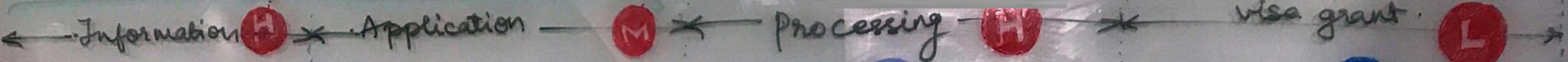
- Tracking the validity

- What are the trusted places
to book travel & stay while in
Australia

First Stage: Information

Impactful design

Hand holding (self-service)



Visa Information

Eligibility
Fees.

DOCS

VISA FINDER

- EASY TO FIND VISA TYPE
- TELLS ABOUT STEPS TO APPLY

Pain 😔

- language barrier

Travel Anxiety

- Unaware of process

- Travelling Alone

- Where to start

- How to proceed.

- How early can I book, based on FLIGHTS

visa outcome

- ✓ Provides the correct form to fill

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- More direct communication directly to Applicant

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Expected date of visa delivery

Messages

- Visa granted

- Visa reading expiry (Duration)
But flight offers in safe period

What happens at this stage?

Mei needs Visa Information.

She provides her data to the portal to check eligibility, Fees, etc.

Addressed it with Visa Finder.



- Uncertain of the status & outcome

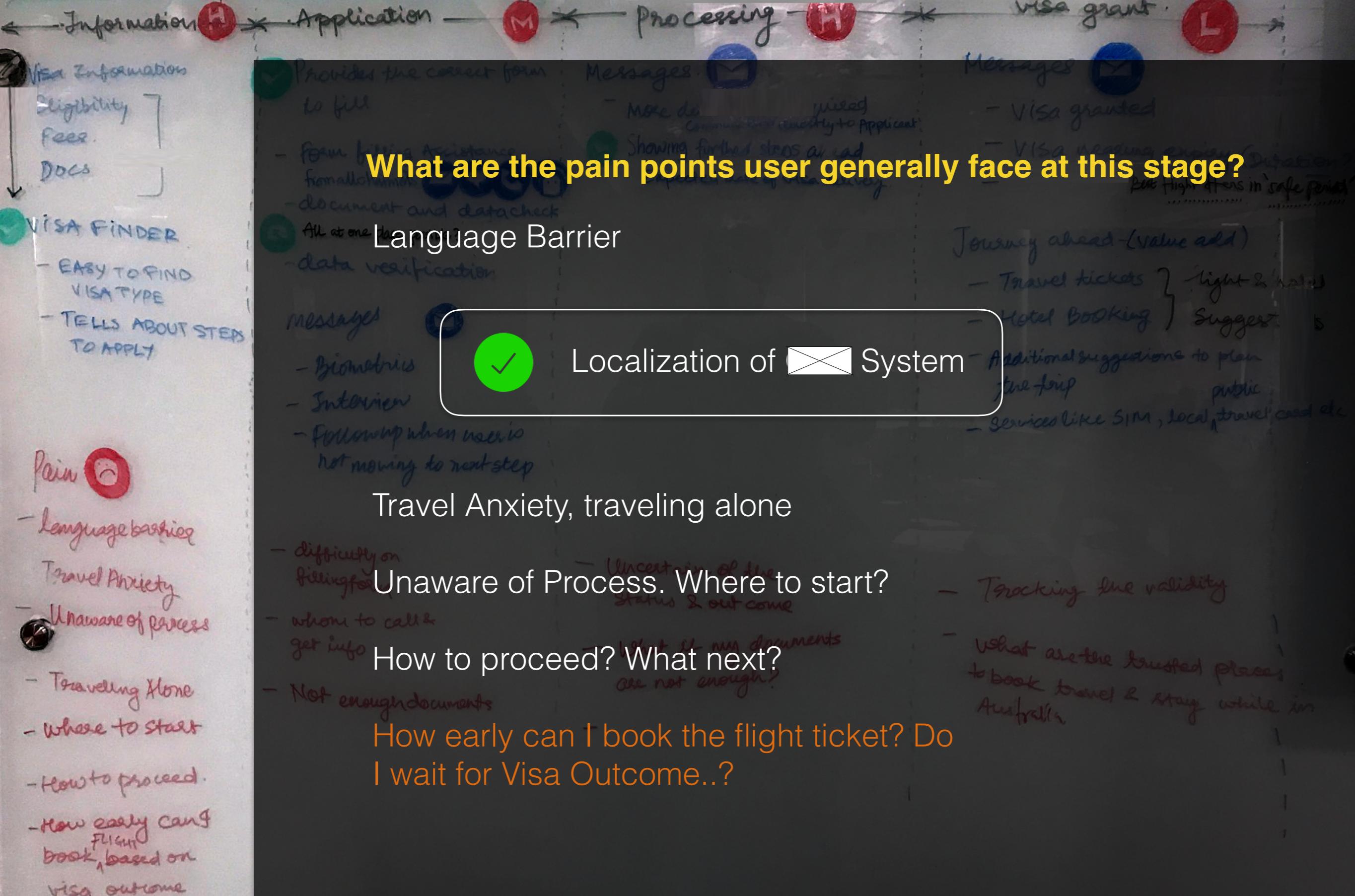
- What if my documents are not enough?

-

It gives you forms to fill, documents required list.

Tracking the validity
+ book travel & stay while in Australia

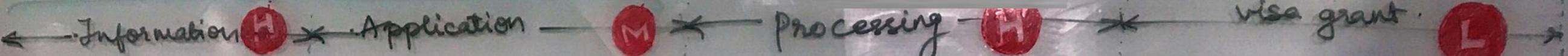
First Stage: Information



First Stage: Information

Impactful design

Hand holding (self-service)



Visa Information
Eligibility
Fee
Docs

VISA FINDER
- EASY TO FIND VISA TYPE
- TELLS ABOUT STEPS TO APPLY

Pain
- language barrier
Travel Anxiety
- Unaware of process
- Travelling Alone
- Where to start
- How to proceed.
- How early can I book flight based on visa outcome

Provides the correct form to fill
- Form filling Assistance
- document and data check
All at one place

Language Barrier

Travel Anxiety, traveling alone

Unaware of Process. Where to start?
- Biometrics
- Internet
- Followup when need is not moving to next step

- difficulty on filling form

- whom to call & get info

- Not enough documents

How to proceed? What next?

How early can I book the flight ticket? Do I wait for Visa Outcome..?

Messages

- More direct wired communication directly to Applicant
Showing further steps ahead

Messages

- Visa granted

- Visa pending, review duration

Journey ahead - (value add)

- Travel tickets } light & heavy
- Hotel Booking } Suggest
- Additional suggestions to plan the trip
- services like SIM, local travel cost etc

Steps to apply are provided clear and actionable

- Uncertain of the status & outcome

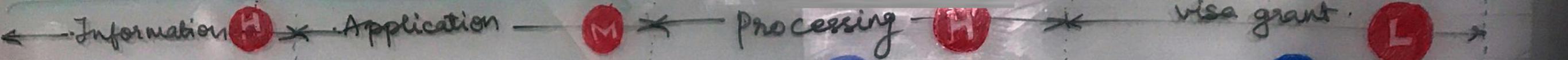
- Tracking the validity

- What are the trusted places to book travel & stay while in Australia

First Stage: Information

Impactful design

Hand holding (self-service)



Visa Information
Eligibility
Fee
Docs

VISA FINDER
- EASY TO FIND VISA TYPE
- TELLS ABOUT STEPS TO APPLY

Pain
- language barrier
Travel Anxiety
Unaware of process
- Travelling Alone
- Where to start
- How to proceed.
- How early can I book flight based on visa outcome

Provides the correct form to fill
- Form filling Assistance
- document and data check
All at one place

Messages

- More direct communication directly to Applicant
Showing further steps ahead

Messages

- Visa granted
- Visa pending, review duration
But High risk in safe period

Language Barrier

- data verification

Travel Anxiety, traveling alone

- Biometrics

- Internet

- Followup when needed

not me, how to do it

How to proceed? What next?

- difficulty on filling form
- whom to call & get info
- Not enough documents



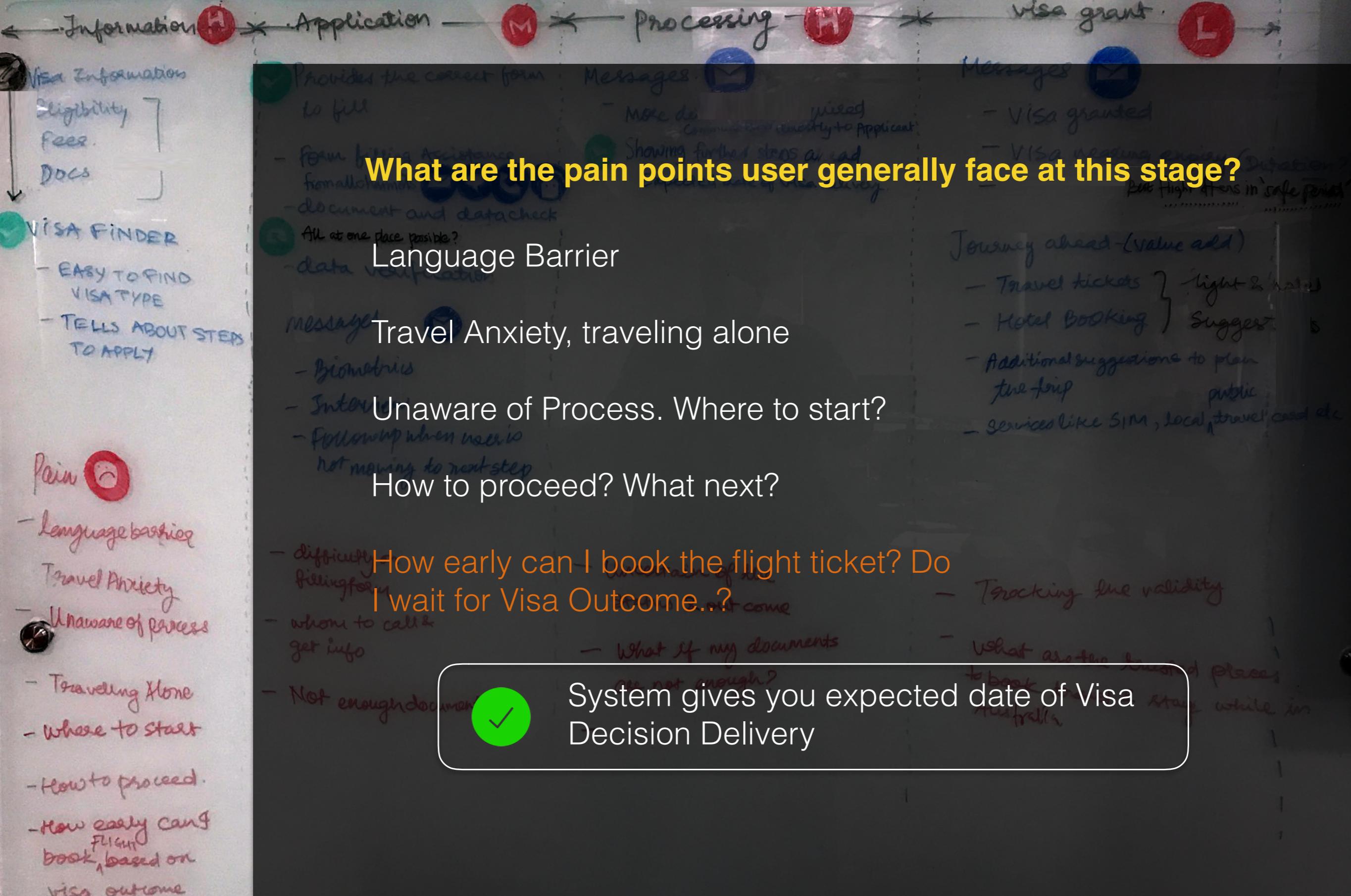
Assisted at every stage via multiple channels, phone, email, chatbot on screen, etc.

How early can I book the flight ticket? Do I wait for Visa Outcome..?

First Stage: Information

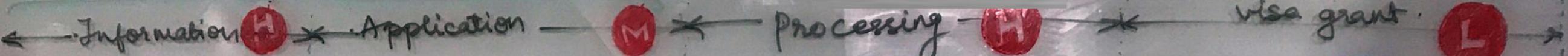
Impactful design

Hand holding (self-service)



Second Stage: Application

Hand holding (self-service)



Visa Information
Eligibility
Fee
Docs

VISA FINDER
- EASY TO FIND VISA TYPE
- TELLS ABOUT STEPS TO APPLY

Pain O

- language barrier
- Travel Anxiety
- Unaware of process
- Travelling Alone
- Where to start
- How to proceed.
- How early can I book, based on flight, visa outcome

- ✓ Provides the correct form to fill
- Form filling Assistance from all channels
- document and datacheck
- ↳ All at one place possible?
- data verification

Messages



- Biometrics
- Interview
- Followup when user is not moving to next step

- difficulty on filling form
- whom to call & get info
- Not enough documents

Messages



- More direct communication directly to applicant
- Showing further steps ahead
- Expected date of visa delivery

Messages



- Visa granted
- Visa reading expiry (Duration)
- flight offers in safe period

What happens at this stage?

Journey ahead (value add)

Documents are asked from Mei.

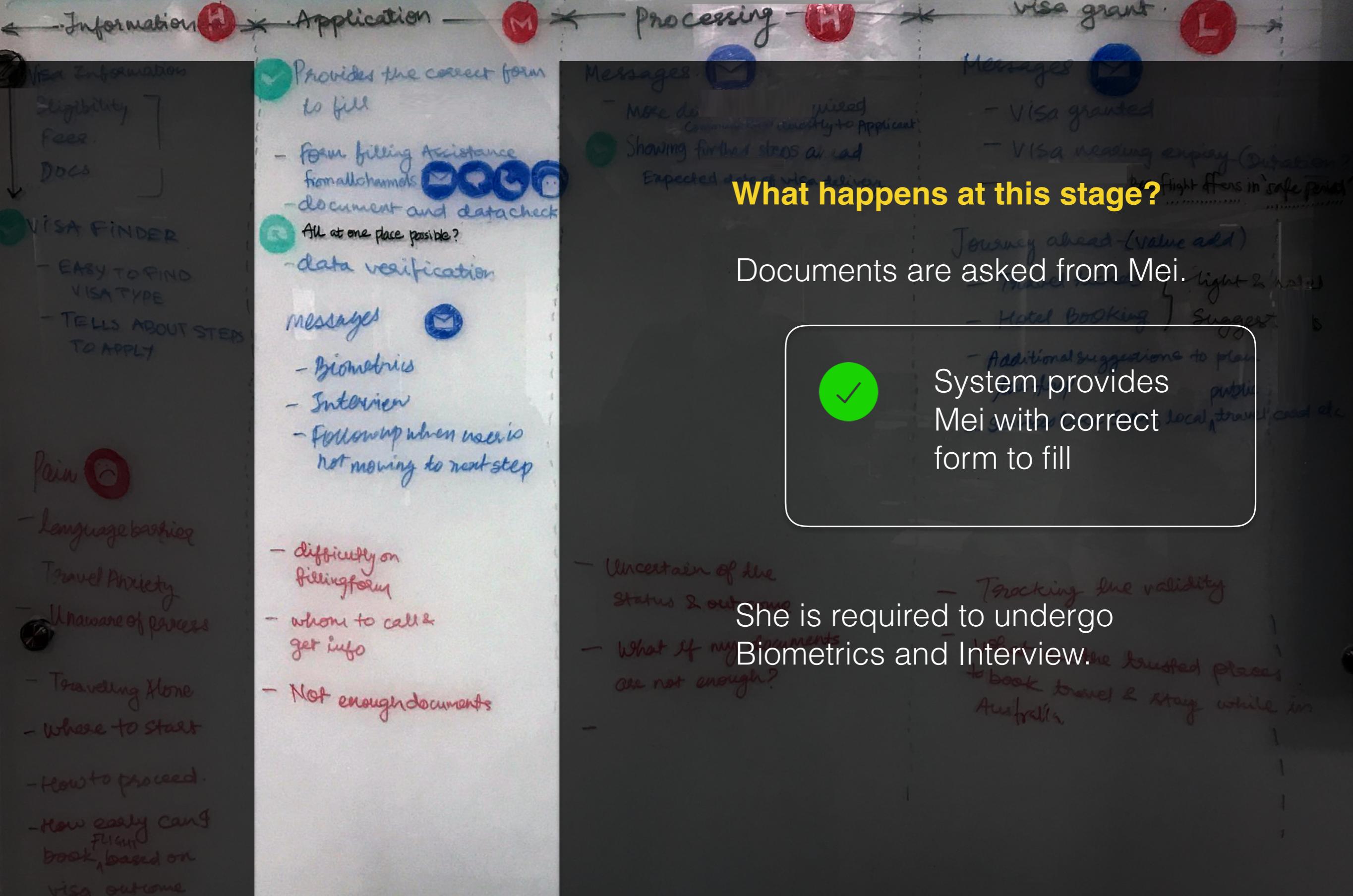
She is required to undergo Biometrics and Interview.

- Uncertain of the status & outcome
- What if my documents are not enough?
-

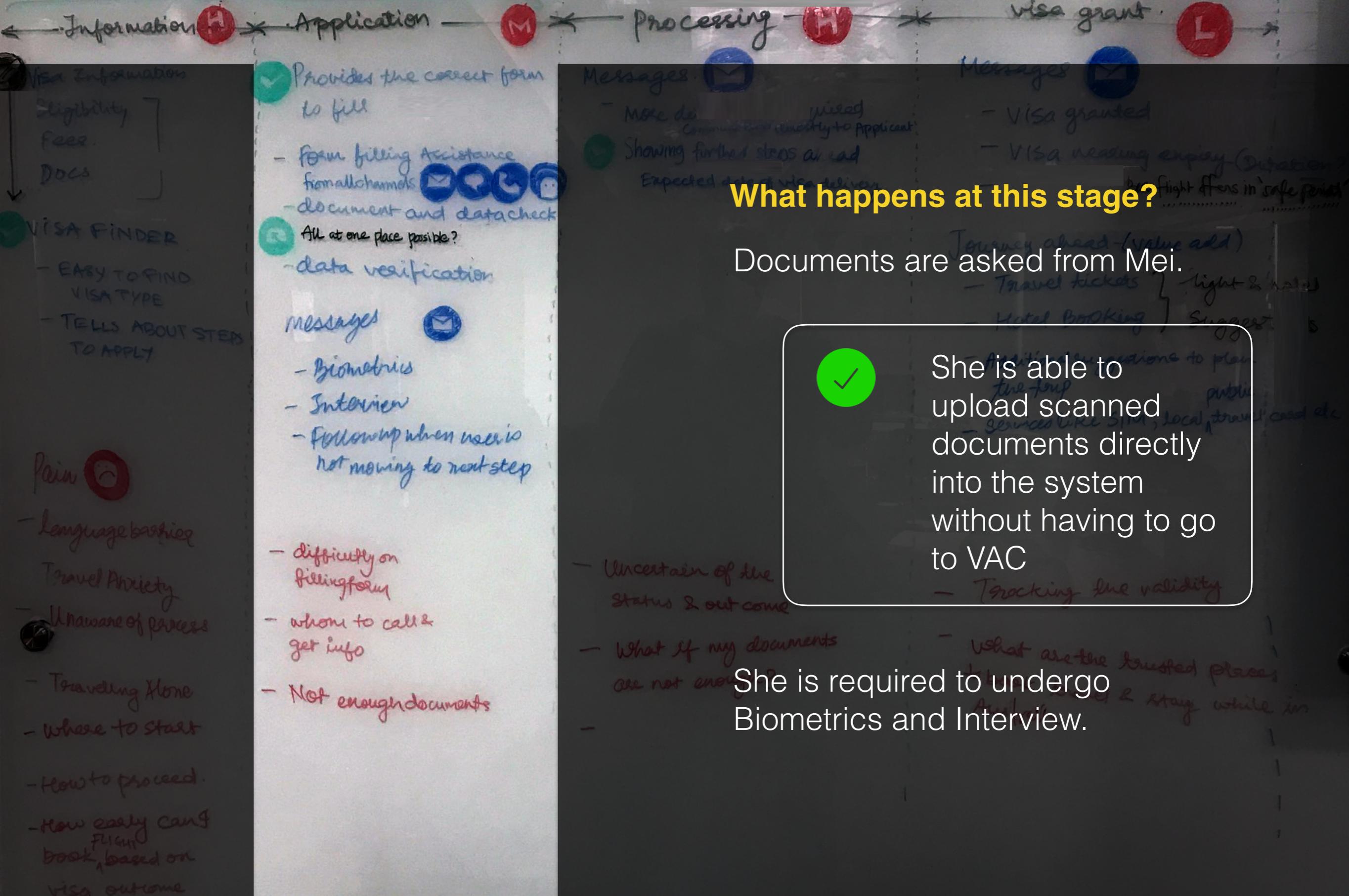
- Tracking the validity

- What are the trusted places to book travel & stay while in Australia

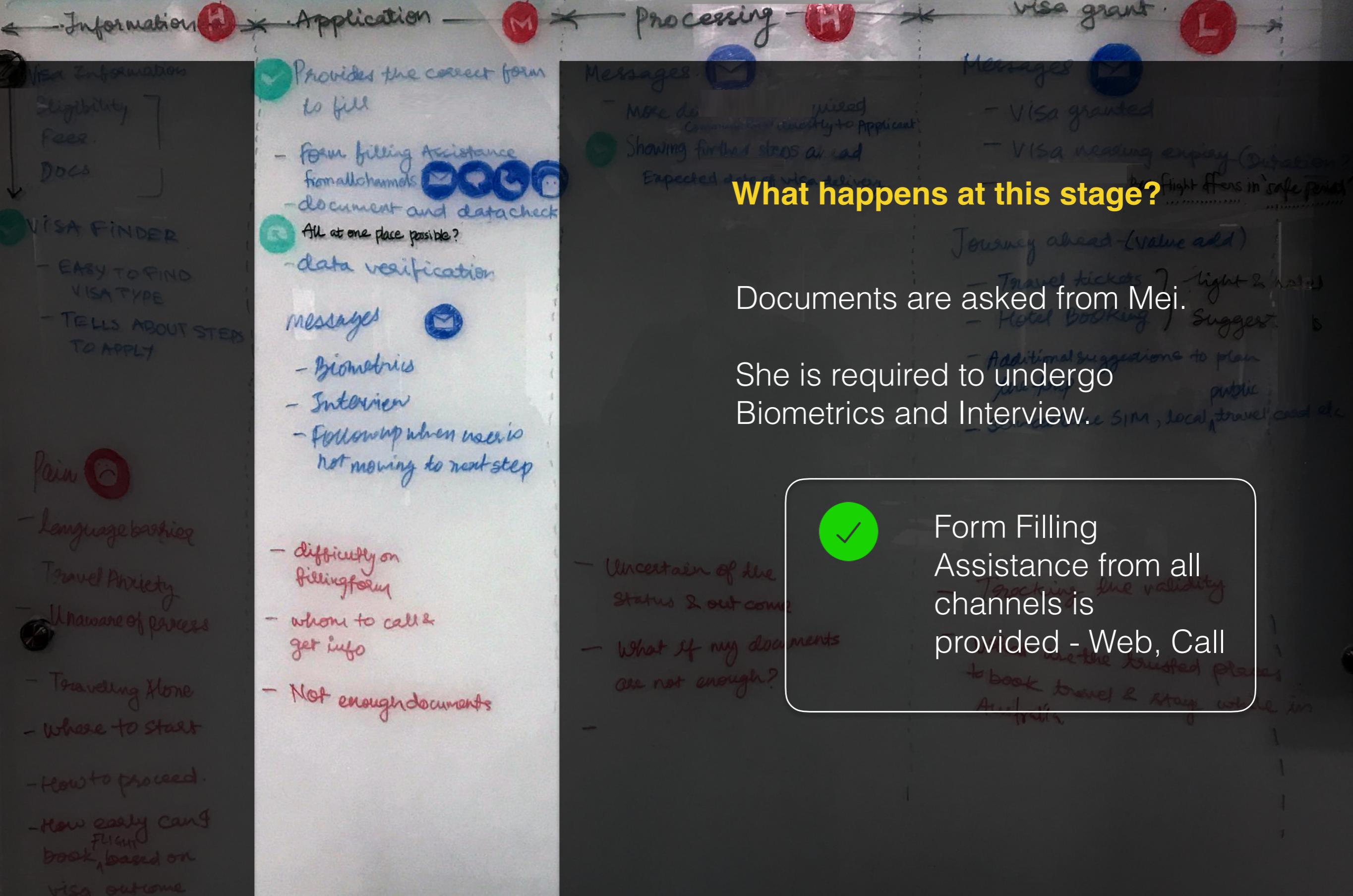
Second Stage: Application



Second Stage: Application

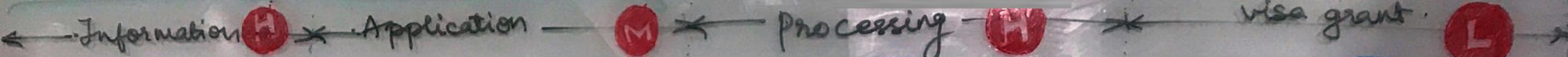


Second Stage: Application



Second Stage: Application

Hand holding (self-service)



Visa Information
Eligibility
Fee
Docs

VISA FINDER
- EASY TO FIND VISA TYPE
- TELLS ABOUT STEPS TO APPLY

Pain O

- language barrier
- Travel Anxiety
- Unaware of process
- Travelling Alone
- Where to start
- How to proceed.
- How early can I book, based on flight outcome

Provides the correct form to fill

- Form filling Assistance from all channels
- document and data check
- All at one place possible?
- data verification

Messages



- Biometrics
- Interview
- Followup when user is not moving to next step

- difficulty on filling form
- whom to call & get info
- Not enough documents

Messages



- More direct communication directly to Applicant
- Showing further steps ahead
- Expected

Messages



- Visa granted
- Visa reading expiry (Duration)
- Flight offers in safe period

What are the pain points user generally face at this stage?

Being stuck at a point in the form filling, getting help.

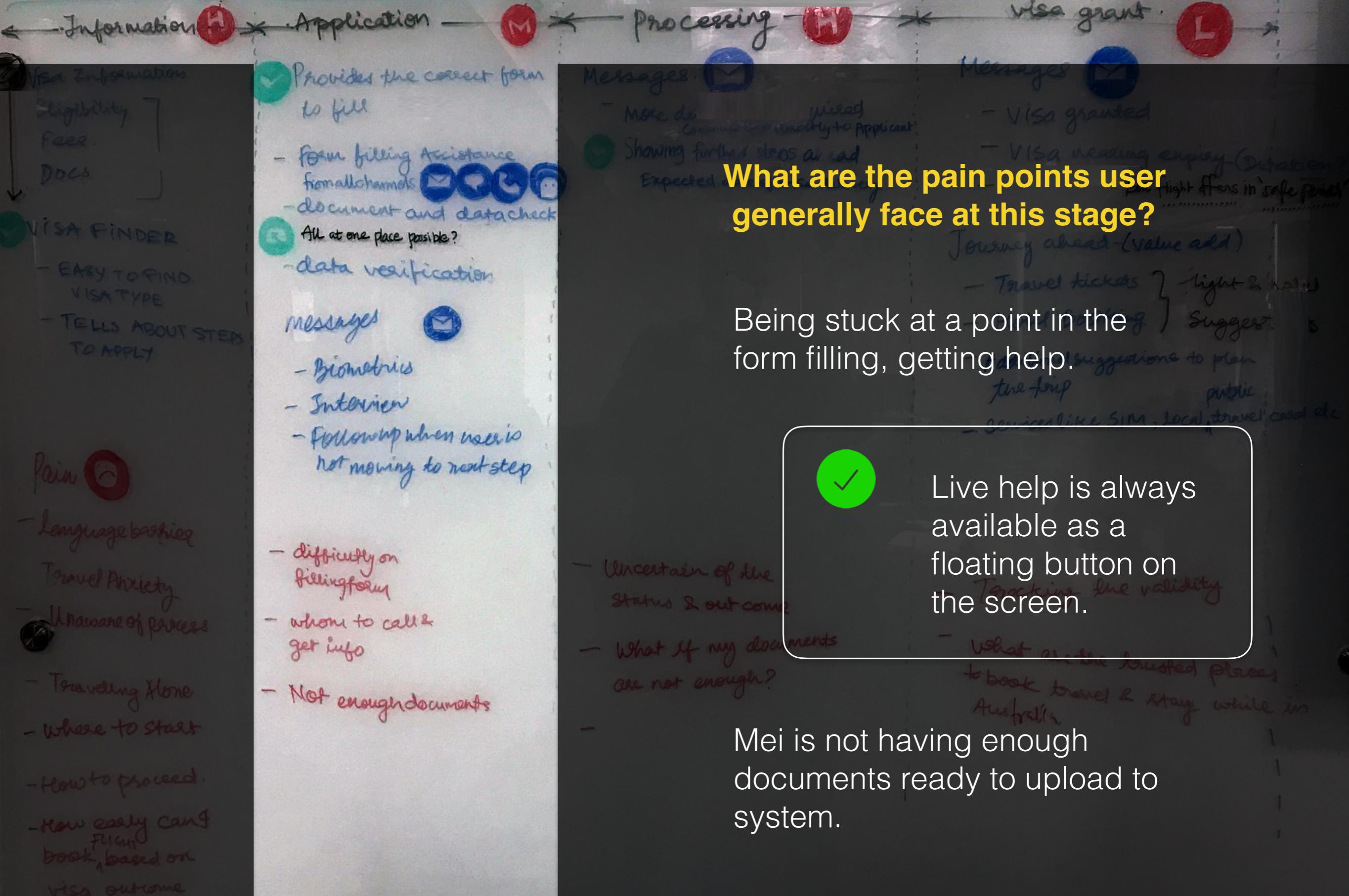
- Uncertain of the status & outcome
- What if my documents are not enough?
-

- Tracking the validity

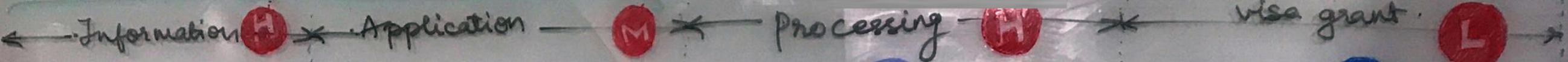
- What are the trusted places to book travel & stay while in Australia

Mei is not having enough documents ready to upload to system.

Second Stage: Application



Second Stage: Application



Visa Information
Eligibility
Fee
Docs

VISA FINDER
- EASY TO FIND VISA TYPE
- TELLS ABOUT STEPS TO APPLY

Pain

- language barrier

Travel Anxiety

Unaware of process

- Travelling Alone

- Where to start

- How to proceed.

- How early can I book based on visa outcome

Provides the correct form to fill

- Form filling Assistance from all channels



- document and datacheck
All at one place possible?

- data verification

messages



- Biometrics

- Interview

- Followup when user is not moving to next step

- difficulty on filling form

- whom to call & get info

- Not enough documents

Messages

- More direct communication directly to Applicant

- Showing further steps ahead

Expected

Messages

- Visa granted

- Visa reading expiry (Duration of flight offers in safe period)

What are the pain points user generally face at this stage?

Being stuck at a point in the form filling, getting help.

Mei is not having enough documents ready to upload to system.

- Uncertain of the status & outcome

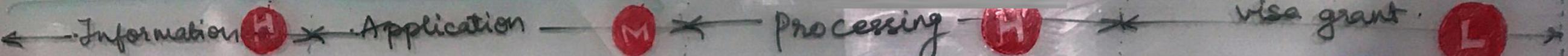
- What if my documents are not enough?

-



System allows her to save the application as a draft and come back with the right document(s).

Second Stage: Application



Visa Information
Eligibility
Fee
Docs

VISA FINDER
- EASY TO FIND VISA TYPE
- TELLS ABOUT STEPS TO APPLY

Pain

- language barrier

Travel Anxiety

Unaware of process

- Travelling Alone

- Where to start

- How to proceed.

- How early can flight book based on visa outcome

✓ Provides the correct form to fill

- Form filling Assistance from all channels



- document and data check
All at one place possible?

- data verification

messages



- Biometrics

- Interview

- Followup when user is not moving to next step

- difficulty on filling form

- whom to call & get info

- Not enough documents

Messages

- More direct communication directly to Applicant

- Showing further steps ahead

Expected

Messages

- Visa granted

- Visa reading expiry (Duration)

What are the pain points user generally face at this stage?

Being stuck at a point in the form filling, getting help.

- Uncertain of the status & outcome

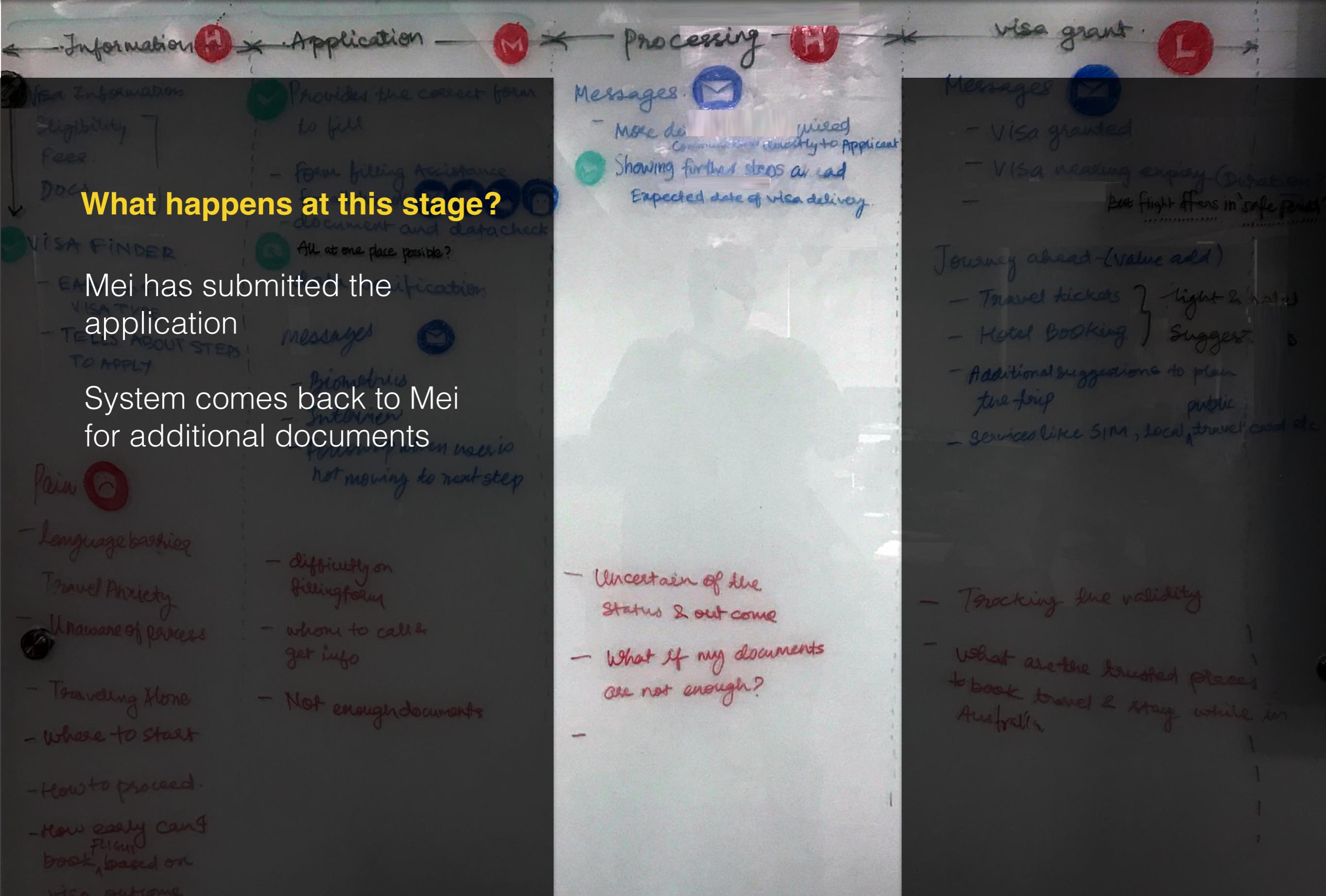
- What if my documents are not enough?

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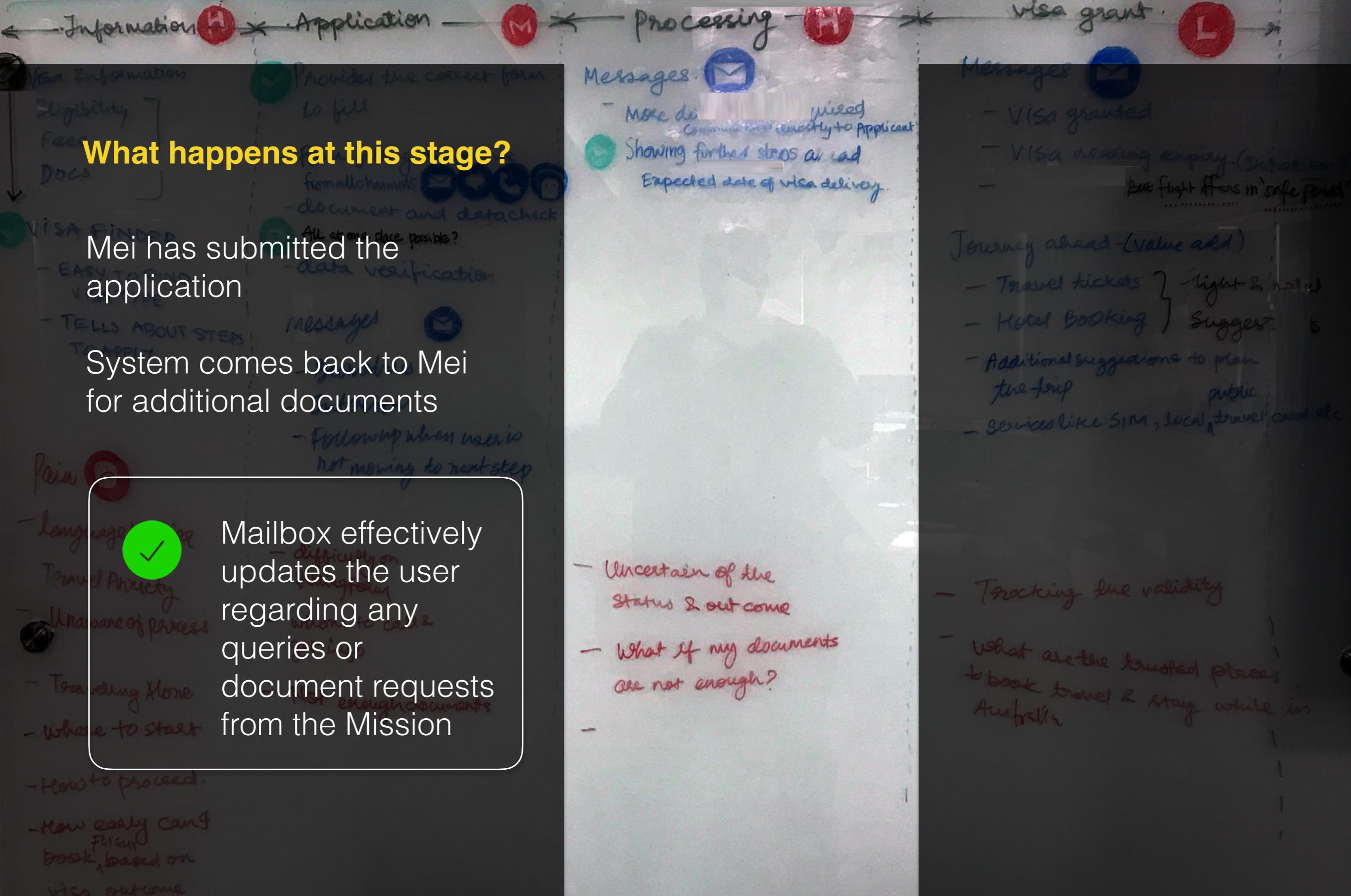


System reaches out to the user if it finds that an application is not moving ahead.

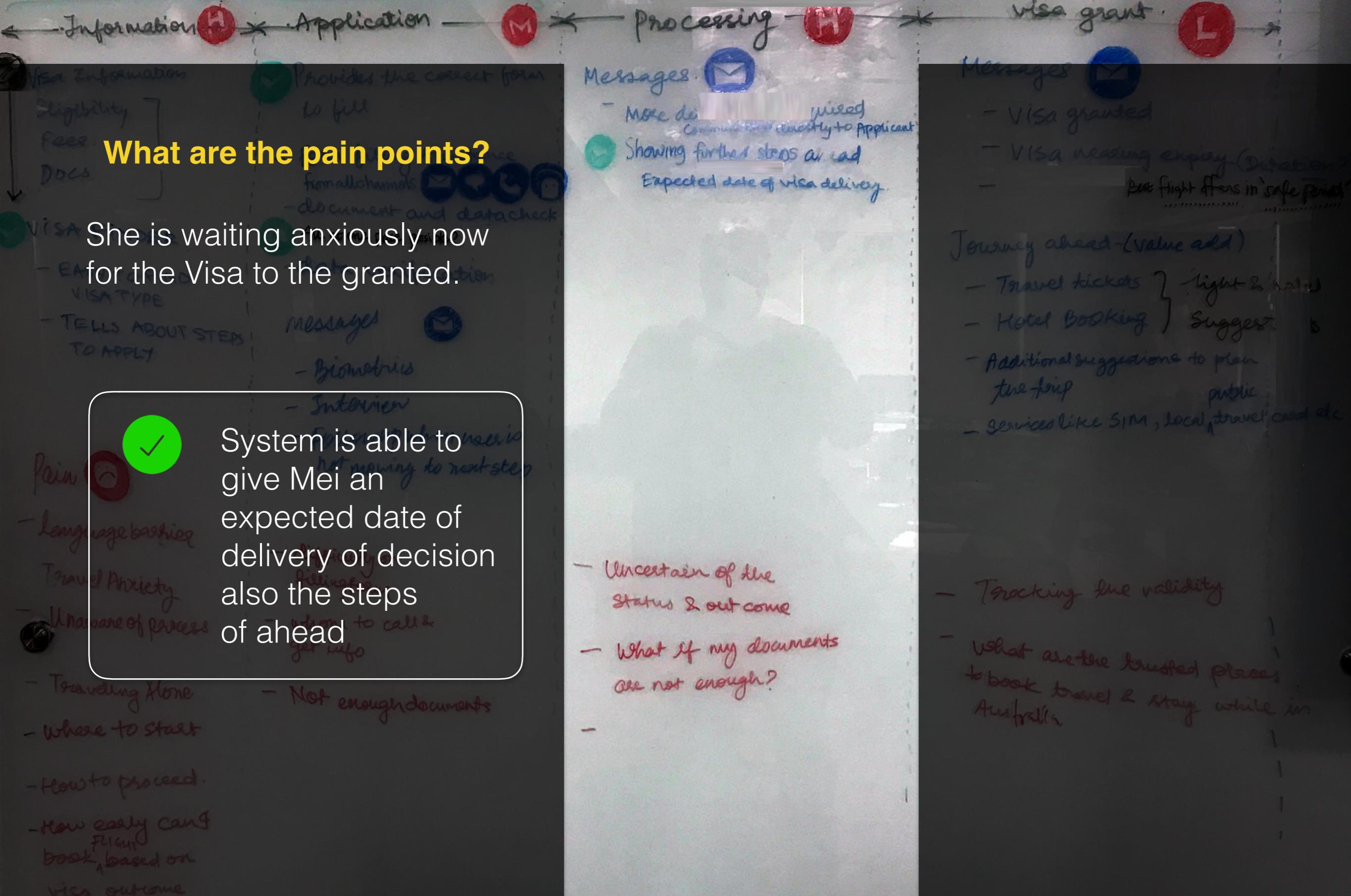
Third Stage: Processing



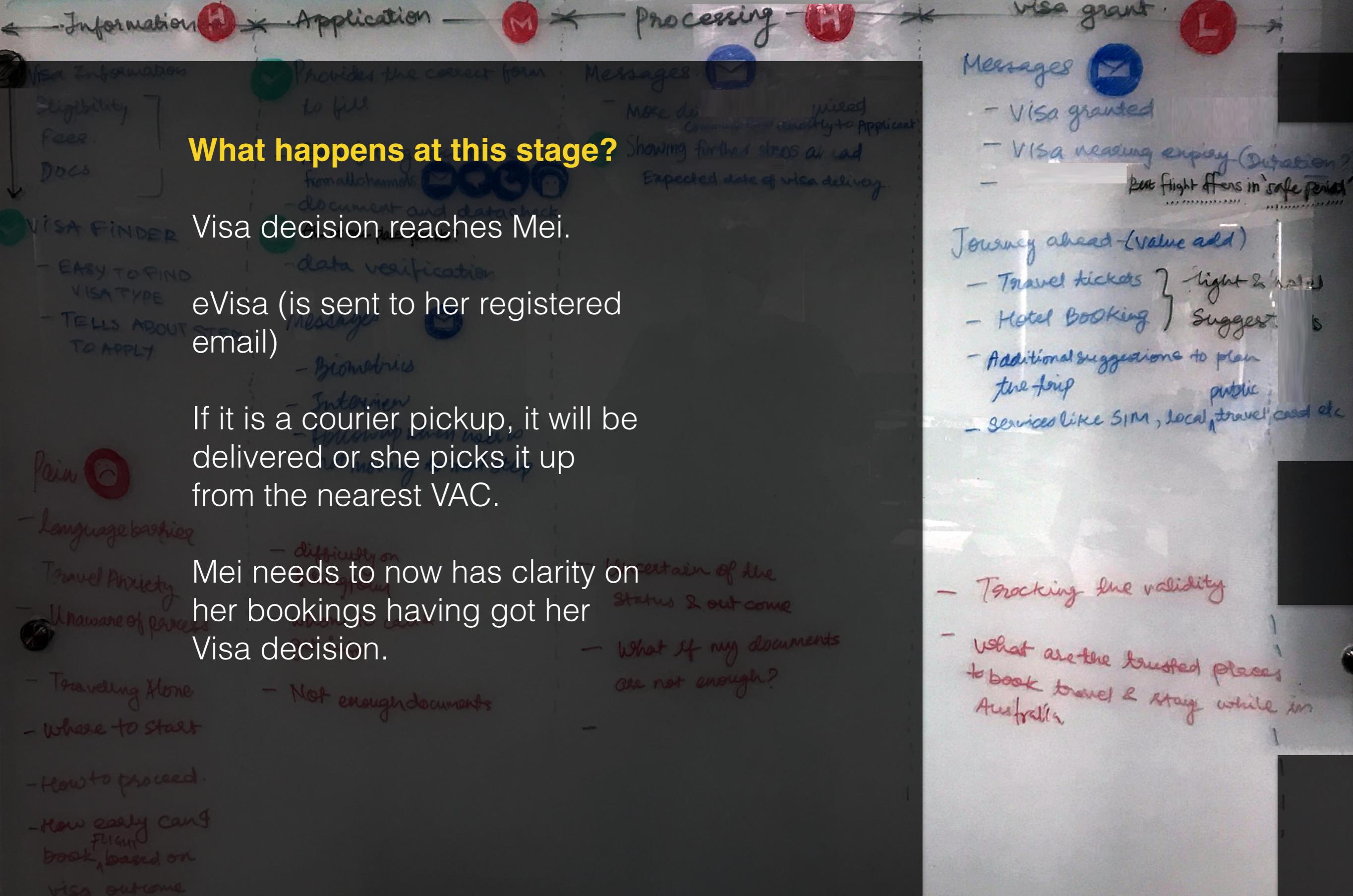
Third Stage: Processing



Third Stage: Processing



Fourth Stage: Decision



Fourth Stage: Decision



Visa Information
Eligibility
Fee
Docs

VISA FINDER

- EASY TO FIND VISA TYPE
- TELLS ABOUT TO APPLY

Pain

- language barrier

Travel Anxiety

Unaware of process

- Travelling Alone

- Where to start

- How to proceed

- How early can I book based on flight

visa outcome

What happens at this stage?

Visa decision reaches Mei.

eVisa (is sent to her registered email)

- Biometrics

If it is a courier pickup, it will be delivered or she picks it up from the nearest VAC.



She is notified via her mailbox that Visa decision has been taken.

- difficulty on finger
- whom to get info
- Not enough documents
- uncertainty on status & outcome
- What if my documents are not enough?

Mei needs to now has clarity on her bookings having got her Visa decision.

Visa Information
Eligibility
Fee
Docs

VISA FINDER

- EASY TO FIND VISA TYPE
- TELLS ABOUT TO APPLY

Pain

- language barrier

Travel Anxiety

Unaware of process

- Travelling Alone

- Where to start

- How to proceed

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visa outcome

Visa Information
Eligibility
Fee
Docs

VISA FINDER

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Pain

- language barrier

Travel Anxiety

Unaware of process

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visa outcome

Visa Information
Eligibility
Fee
Docs

VISA FINDER

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Travel Anxiety

Unaware of process

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visa outcome

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Docs

VISA FINDER

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Travel Anxiety

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visa outcome

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Travel Anxiety

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visa outcome

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Travel Anxiety

Unaware of process

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visa outcome

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Travel Anxiety

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visa outcome

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Travel Anxiety

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visa outcome

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visa outcome

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Travel Anxiety

Unaware of process

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visa outcome

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Travel Anxiety

Unaware of process

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visa outcome

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Travel Anxiety

Unaware of process

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visa outcome

Visa Information
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Fee
Docs

VISA FINDER

- EASY TO FIND VISA TYPE
- TELLS ABOUT TO APPLY

Pain

- language barrier

Travel Anxiety

Unaware of process

- Travelling Alone

Fourth Stage: Decision



Visa Information
Eligibility
Fee
Docs

VISA FINDER

- EASY TO FIND VISA TYPE
- TELLS ABOUT STEPS TO APPLY

Pain

- language barrier

Travel Anxiety

Unaware of process

- Travelling Alone

- Where to Start

- How to proceed.

- How early can I book, based on flight

visa outcome

What happens at this stage?

Visa decision reaches Mei.

eVisa (is sent to her registered email)

If it is a courier pickup, it will be delivered or she picks it up from the nearest VAC.

Mei needs to now has clarity on her bookings having got her Visa decision.

- Not enough documents

- What if my documents are not enough?

VAS come into picture for e.g., travel ticket, hotel booking, local SIM, local travel card,etc.



Messages

- More direct communication directly to Applicant
- Showing further steps ahead
- Expected date of visa delivery

Messages

- Visa granted
- Visa reading expiry (Duration)
- Best flight offers in safe period

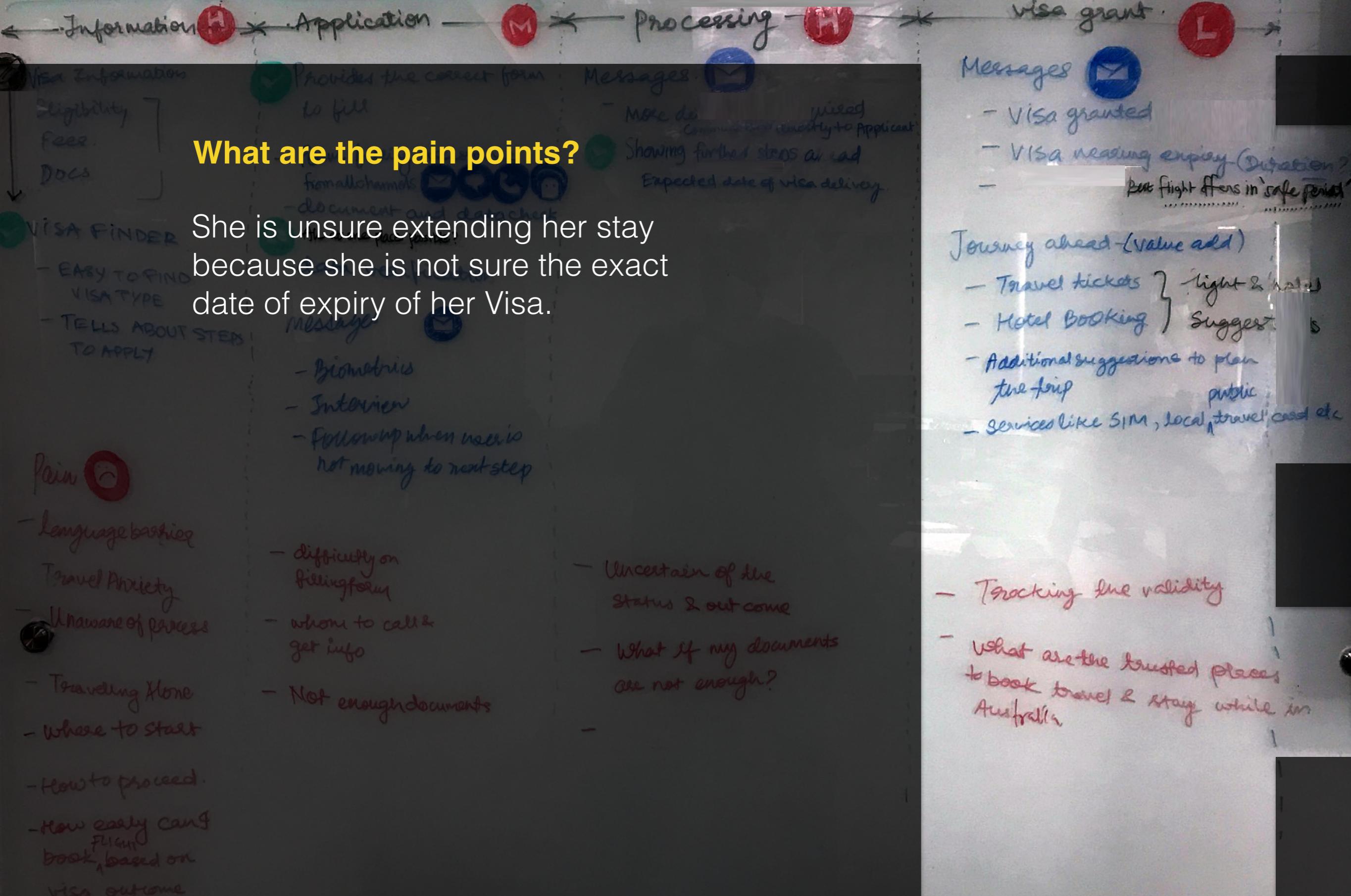
Journey ahead - (value add)

- Travel tickets } light & heavy
- Hotel Booking } Suggest
- Additional suggestions to plan the trip
- services like SIM, local travel card etc

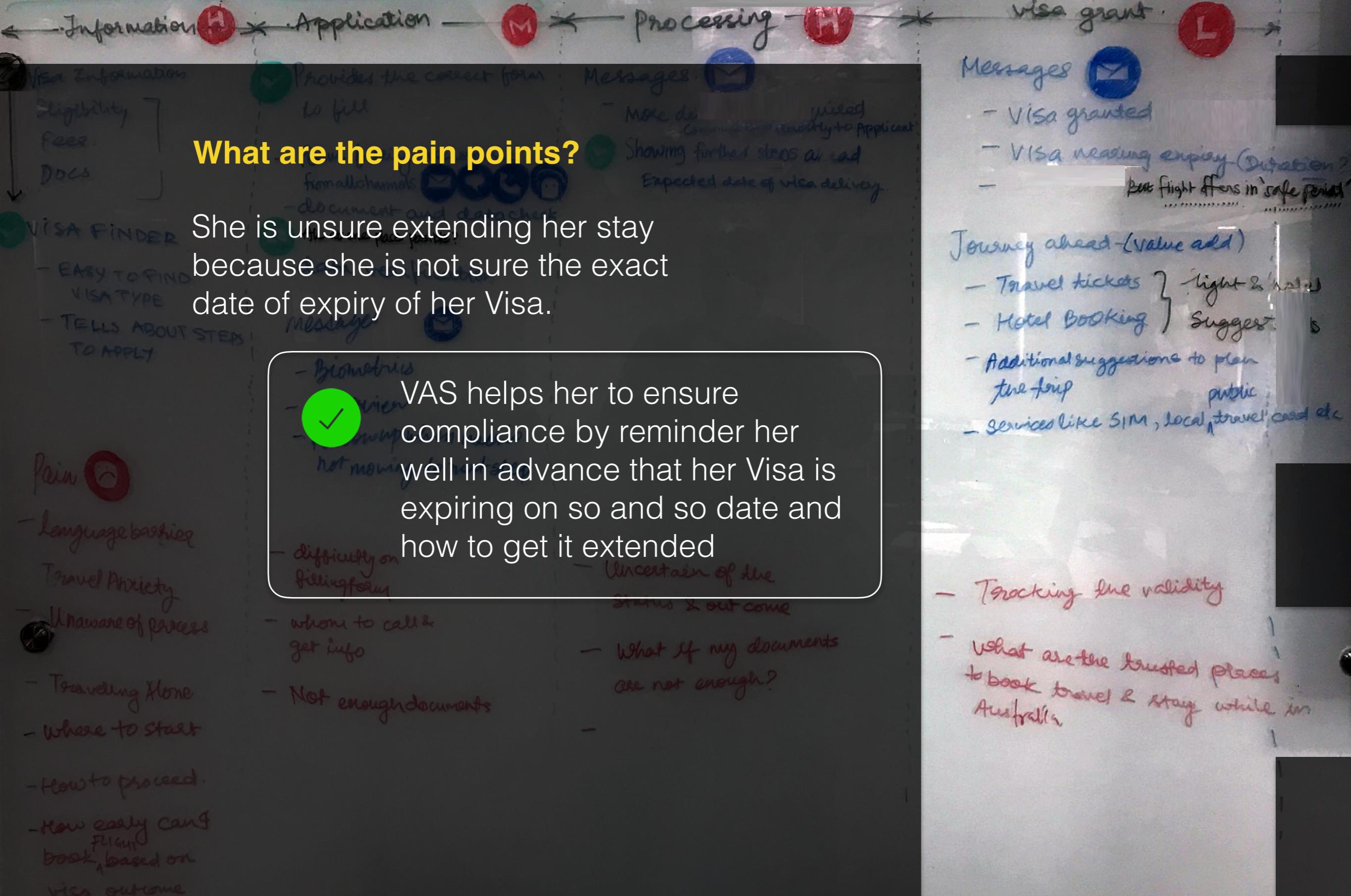
- Tracking the validity

- what are the trusted places to book travel & stay while in Australia

Fourth Stage: Decision



Fourth Stage: Decision



Customer Journey Map - Front End (Tourists, Students, etc.)

TOUCHPOINTS & ACTIONS

EMOTIONS

SOLUTIONS

FIND VISA

APPLY

WAIT FOR UPDATE

RECEIVE DOCUMENTS



First time traveller



Sponsored Applicant

FINDING SPONSORSHIP, E.O.I.
APPLYING ONLINE?

HOW IS MY HEALTH & CHARACTER ASSESSMENT DONE?



APPLYING FOR FAMILY ALONG WITH MY APPLICATION WITHOUT HAVING TO CREATE A NEW MPL



NEED ABC DOCUMENT. WHAT DO THEY MEAN BY THIS?

WHICH VISA?

AM I ELIGIBLE?

WHAT SHOULD I DO NEXT?
HOW MUCH?

WHAT SPONSORSHIP MEANS?
NOMINATION TESTS?

IS THIS DOCUMENT VALID INSTEAD OF WHAT THEY HAVE ASKED FOR?

Tool to help identify which visa easily?

A clear info on eligibility duration, fees processing time.

COMPLETE SET OF STEPS ARE SHOWN FOR THE PROCESS

FEES? PROCESSING TIME

INFORMATION

ELIGIBILITY

APPLICATION FORM

PHOTO DOCUMENTS

BIOMETRICS

EMPLOYERS DETAILS

HEALTH ASSESSMENT

INTERVIEW

DIFFICULTY IN FILLING FORM
UNSURE OF REQUIRED DOCUMENTS

ABILITY TO APPLY EXTENDED SECTION TO A GROUP WITH SAME DOCUMENT SET

INSUFFICIENT/ADDITIONAL DOCUMENTS

SUBMIT APPLICATION

UNCLEAR DOCUMENTS

VISA GRANTED

eVisa

Courier

FLIGHT TICKETS

HOTEL

VISA NEARING ITS EXPIRY

LOCAL SIM

TRAVEL TICKET

RECEIVED MY VISA

WHAT DO I NEED TO DO AFTER I GET VISA?
BOOK HOTEL/ TRAVEL PLANNING ETC.

CAN I DRIVE THERE MYSELF?

WHERE DO I

WHERE DO I BOOK MY STAY?

DO I NEED TO SEE LOCAL SIM?

WHERE TO GET FOREIGN EXCHANGE?

WHAT ARE THE RELIABLE SOURCES OF INFORMATION?

JOB SEARCH, BANK ACCOUNT, TOURISM PACKAGES

MAILBOX

UNINTUITIVE WAY TO USE CLIENTS INFO & GIVE THEM EASY

→ LIFE SUPPORT SYSTEMS

(CONTEXTUAL TO THEIR NEEDS)

→ TRAVEL, STAY, CALLING CARDS ETC.

MAILBOX CAN INFORM/REMIND CONTEXTUALLY TO USER

correct form to fill is provided

Form filling assistance via web, call portal

LIVE HELP IS ALWAYS AVAILABLE
DOCUMENTS & PHOTO CAN BE UPLOADED

USER CAN MAINTAIN AN ACCOUNT WHERE ALL THEIR APPLICATIONS ARE AVAILABLE. (SAVING, RESUMING)

CAN BE ACCESSED FROM MOBILE DEVICES

VAS OTHER SERVICES

MAILBOX IN USER ACCOUNT
CAN SHOW THE MESSAGE THAT ADDITIONAL DOCUMENTS ARE REQUIRED.

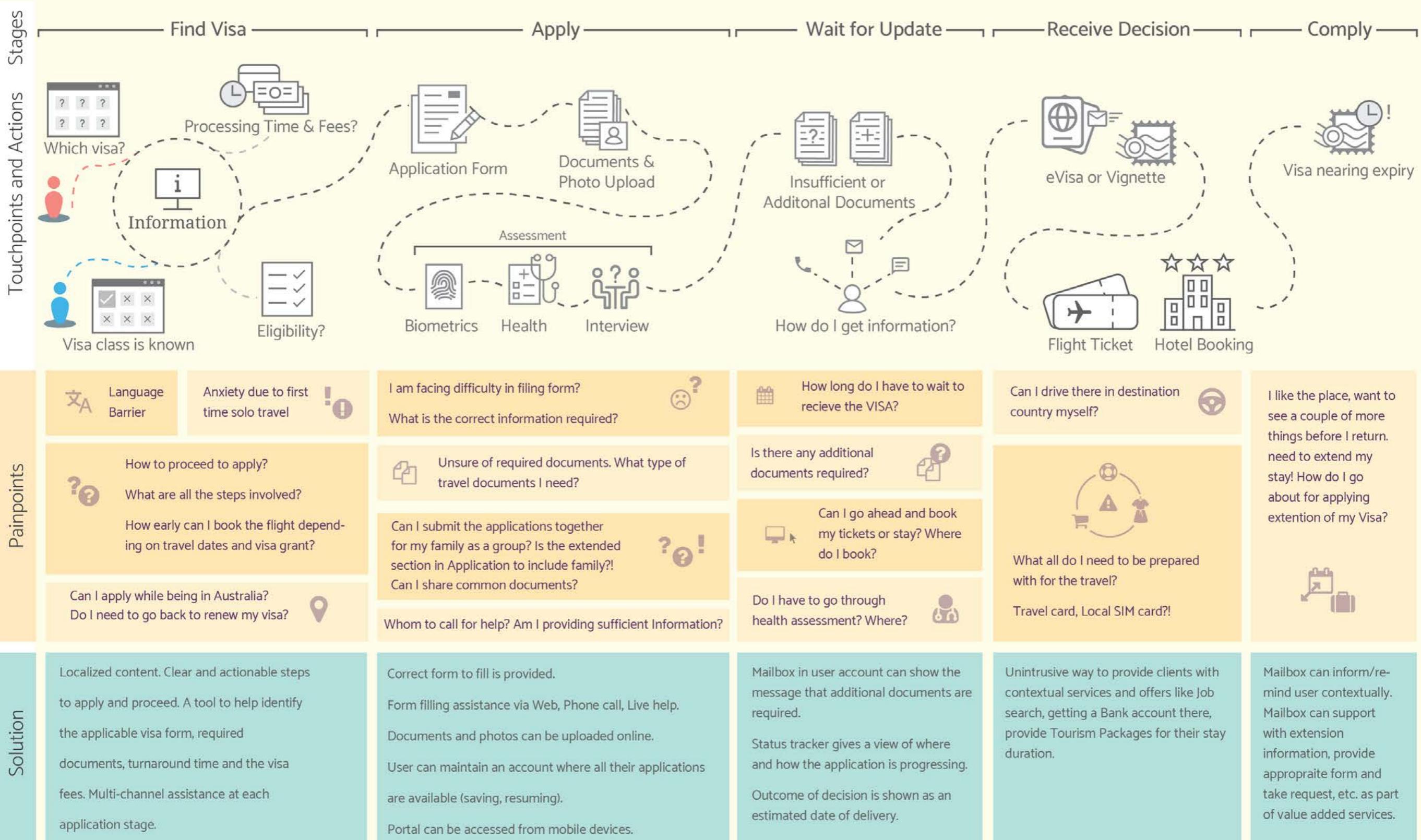
STATUS TRACKER GIVES A VIEW OF WHERE AND HOW THE APPLICATION IS PROGRESSING

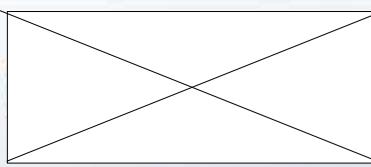
OUTCOME OF DECISION IS SHOWN AS AN ESTIMATED DATE OF DELIVERY.

MAILBOX CAN INFORM/REMIND CONTEXTUALLY TO USER

CAN SUPPORT WITH EXTENSION AS SYSTEM IS AWARE OF USER'S MOVEMENTS (VAS)

Customer Journey Map - Back End (Officers, Students, etc.)





FONT SIZE 7 px ▾

ENGLISH ▾

Sign out

MEI SUN
Visa Applicant

Last Active
12:22 on 12 Oct 2017

[Change Password](#)[MAILBOX](#)[SEARCH](#)[COMPLAINTS & FEEDBACK](#)[SETTINGS](#)[CONTACT US](#)

Hi Mei!

Welcome to your Mailbox, your **one place** for all your Visa follow-up. You have **2 unread messages**.

Your Mailbox

5Messages
for me**4**Documents
Uploaded by me**6**My Active
Applicaitons**2**My Inactive
Applications

6 Your Applications

**GERMANY (4)**

Your Applications to Germany Mission in Mumbai, India

**NEW ZEALAND (1)****INDONESIA (1)****4**

Applications

[PROCEED TO APPOINTMENT](#)**Mei Sun**

AB132536453425

Created on

20/08/2017

Delete

Visa Expected by

N/A

Documents Uploaded

2 of 7 Steps completed

Visa
Application
FormDocument
UploadPhoto
UploadOnline
Submission

Payment

Physical
Submission
(not required)Biometrics
(required)Interview
(required)

You're at the end of the Mailbox



FONT SIZE: 7 px

ENGLISH

Sign out

MEI SUN
Visa Applicant

Last Active
12:22 on 12 Oct 2017

[Change Password](#)[MAILBOX](#)[SEARCH](#)[COMPLAINTS & FEEDBACK](#)[SETTINGS](#)[CONTACT US](#)

Hi Mei!

Your Mailbox

Welcome to your Mailbox, your **one place** for all your Visa follow-up. You have **2 unread messages**.

5

Messages
for me

4

Documents
Uploaded by me

6

My Active
Applicaitons

2

My Inactive
Applications

[Your Applications](#) >

New Application Form

Personal



Your personal info helps us identify you, verify your details and process your application faster

Personal

All fields are mandatory unless marked as optional.

Surname (Family name)

Doe

help text

First Name (Given name)

Doe

help text

Date of Birth

01 / 12 / 1987

help text

Nationality

Indian

help text

Mobile Number

+ 91 - 9911 586210

help text

Middle Name (Given Name)

John

help text

Gender

Please select

help text

E-mail Address

Please enter your e-mail address

Help text

Passport - Date of Expiry

01 / 12 / 2027

help text

Passport Number

Please enter your Passport Number

help text

Application ID & 4-digit pin will be generated and sent to registered E-mail address once the data is submitted.

Entered data can not be edited after the generating of Application ID.

All fields are mandatory unless marked optional

Communication

Travel

Employer Details

Health

Others

Upload Documents

Upload Photo

Review Summary



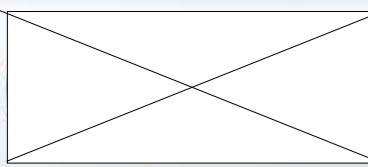
100%



SAVE DRAFT



NEXT



FONT SIZE: 7 px

ENGLISH

Sign out

MEI SUN
Visa Applicant

Last Active
12:22 on 12 Oct 2017

Change Password

MAILBOX

SEARCH

COMPLAINTS & FEEDBACK

SETTINGS

CONTACT US

Hi Mei!

Your Mailbox

Welcome to your Mailbox, your **one place** for all your Visa follow-up. You have **2 unread messages**.

5

Messages
for me

4

Documents
Uploaded by me

1

My Active
Applicaitons

2

My Inactive
Applications

Your Inbox

INBOX (5)

DRAFTS (0)

SENT (1)

OUTBOX (0)

5

Messages

2 Unread



ADDITIONAL DOCUMENTS REQUIRED

AB132536453425

6 Min ago

[View >](#)



HEALTH CENTER REPORT

AB132536453425

an hour ago

[View >](#)



YOUR BIOMETRIC CHECK IS COMPLETE

AB132536453425

a day ago

[View >](#)



YOUR APPLICATION HAS BEEN UPDATED

AB132536453425

a month ago

[View >](#)

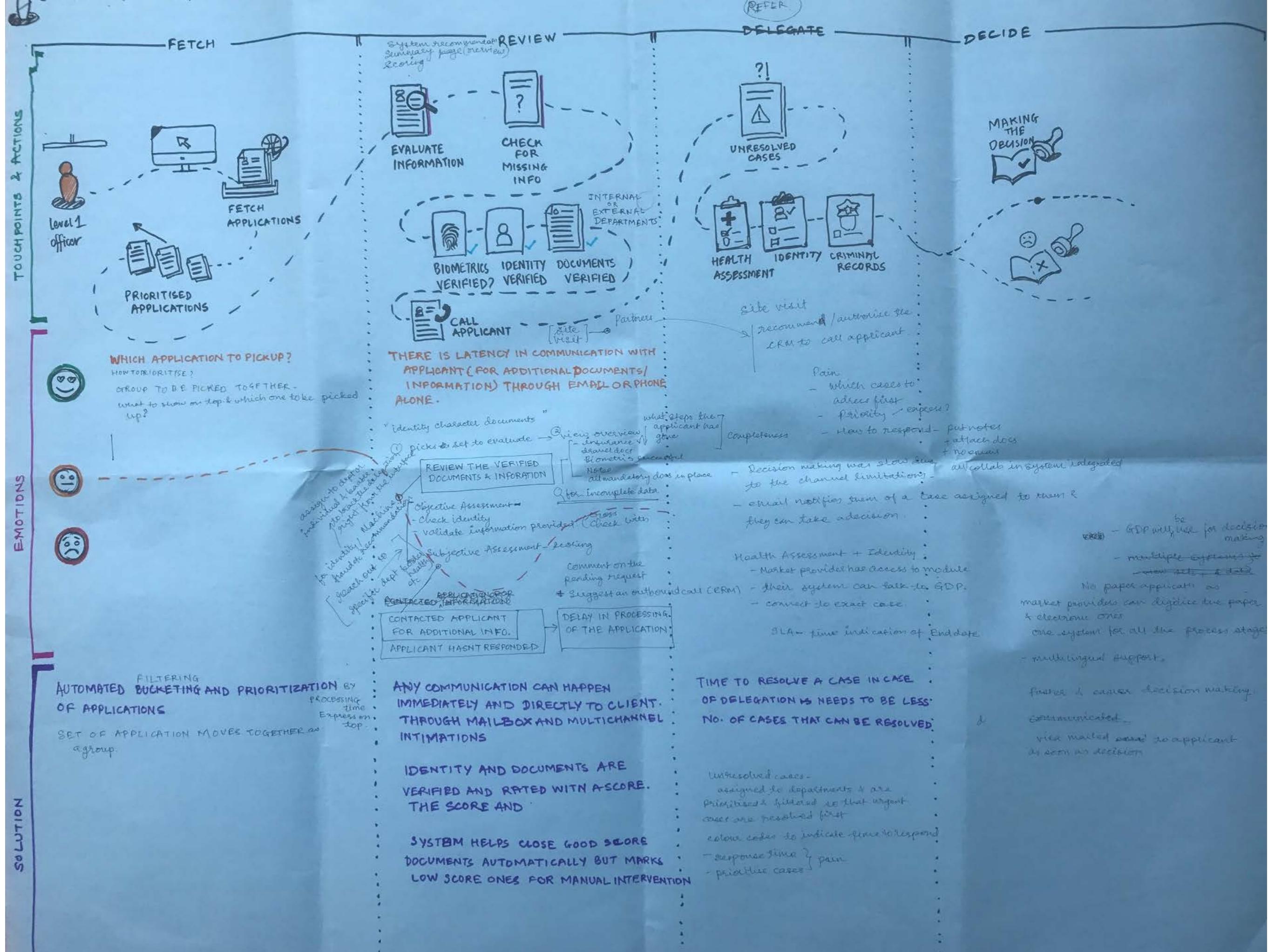


YOUR IELTS RESULTS ARE HERE!

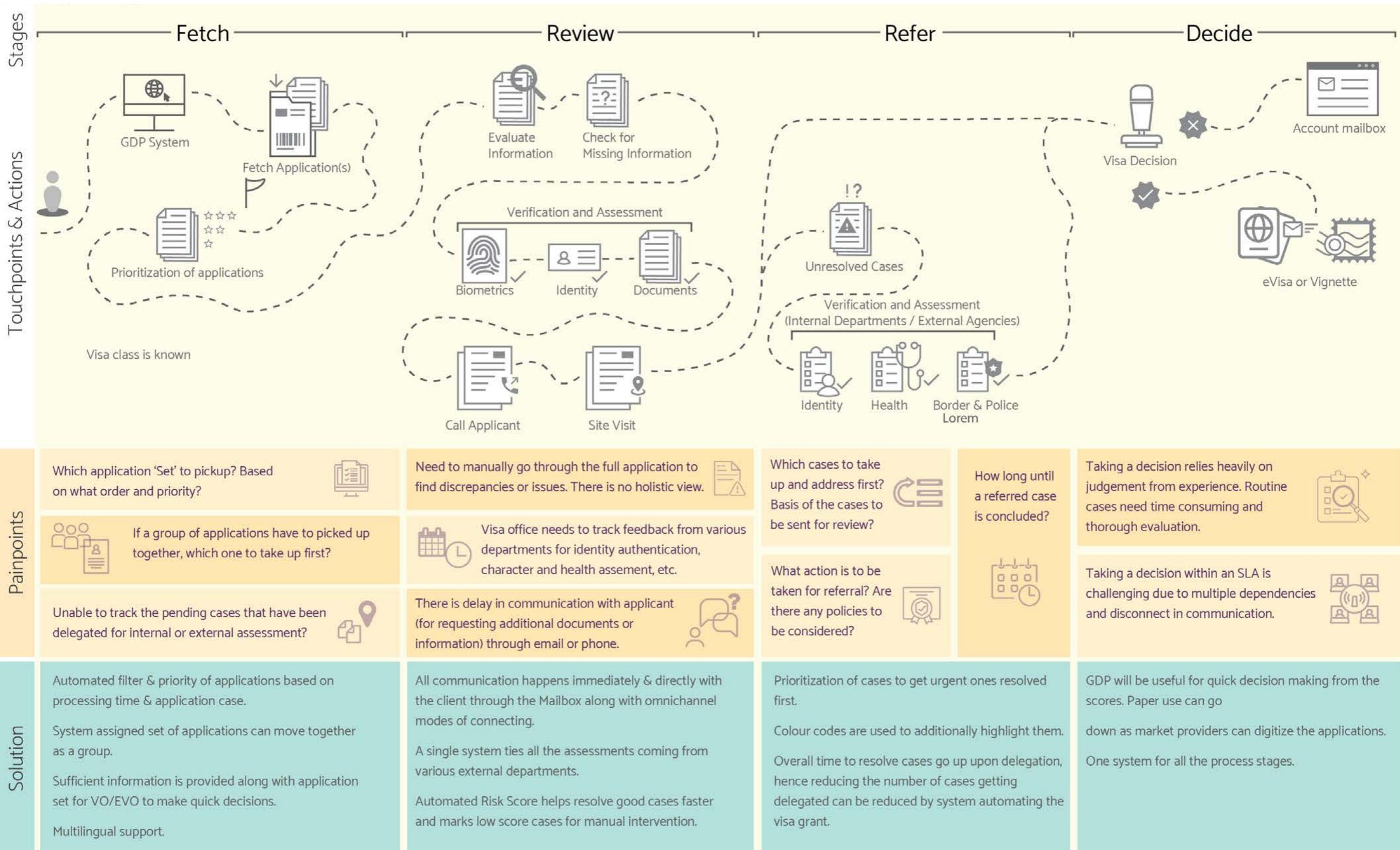
Application ID U16253

a month ago

[View >](#)



Customer Journey Map - Back End (Staff, Mission Officer, etc.)



Persona 2



Jane White

I am 40 and I love my job.

I work as a Quality Check officer and I take responsibility for making sure all the documents are checked for their correctness of facts and hygiene.

Although my job is repetitive, I am conscious to the fact that my work helps a family unite across borders as well as keep criminals at check.

I want the tool to help me identify inconsistencies as humans make a lot of errors including us, quality check officers!

▼ SIZE

sign out

PJohnson
Vice officer
change profile

Paul!
It seems to be a busy day

Kudos, you're doing a
mean rate of 63 mins/application

4
NOT STARTED

1
IN PROGRESS

3
PENDING REVIEW

2
DRAFTS TO CLOSE

1
Completed

OUT OF 200

Not Started (4)

Docket fetched on 04/01/2017

Submitted on
12/04/2017
Searcher(s)/DOD
VFC number

Travel Date
of application

Mike Ross
XXXXXX-XXXX
start >

Jessica Pearson
XXXXXX-XXXX
start >

Daniel Hardman
XXXXXX-XXXX
start >

Docket fetched on 04/01/2017

Submitted on
01/01/2017
Searcher(s)/DOD
VFC number

Travel Date
of application

Warren Specter
XXXXXX-XXXX
start >

Load more...

DISP



FONT SIZE: 7 px

ENGLISH

Sign out

JANE WHITE
Visa Officer

Last Active:
12:22 on 12 Oct 2017

[Change Password](#)

DASHBOARD

SEARCH

MY WORKSPACE

REPORTS

Hi Jane!

Its gonna be a **busy day**

FETCH

3

In Progress

1

Not Started

4

Awaiting
on Applicant

2

Referred Cases

17

Awaiting
on Applicant

3

In Progress



EXPRESS VISA FROM INDIA

Travel Dates

✗ 12/01/2017



JESSICA PEARSON

AB132536453425

Submitted on

📅 20/08/2017

[Continue >](#)



MIKE ROSS

AB132536453425

Submitted on

📅 20/08/2017

[Continue >](#)

4



NORMAL VISA FROM GERMANY

Travel Dates

✗ 12/01/2017



HARVEY SPECTER

AB132536453425

Submitted on

📅 20/08/2017

[Continue >](#)

fetched at 22:01 on 11/01/2017

fetched at 21:33 on 11/01/2017



FONT SIZE: 7 px

ENGLISH

Sign out

JANE WHITE

Visa Officer

Last Active

12:22 on 12 Oct 2017

Change Password

DASHBOARD

SEARCH

MY WORKSPACE

REPORTS

Application
Form

Summary

1

2



3

4

5

6

7

8

9

10

11

Personal
DetailsEmployment
Details

Education

Health

Travel

Finance

Express - Tourist - 3 weeks

Personal Details

Surname (Family Name) (x)

KUMRI

Surname at birth (Former family name(s)) (x)

KUMRI

First name(s) (Given name(s)) (x)

MOHAMMED TABISH

Date of birth (date-month-year)

30-JULY-1980

Place of birth

MUMBAI

Country of birth

INDIA

Current nationality

INDIAN

Nationality at birth, if different

INDIAN

Sex

MALE

Marital status

OTHERS

Other (please specify)

LIVE IN

Identification type

OTHERS

Other (please specify)

AADHAR

National identity number

1234 1234 1234

VISA OFFICER COMMENTS

APPLICANT

Φ VFS VAC

Travel

Passport (1)



1/1

SEARCH

Details

Details

MY WORKSPACE

REPORTS

Express - Tourist - 3 weeks

Personal Details

Surname (Family Name) (x)	Surname at birth (Former family name(s)) (x)	
KUMRI	KUMRI	
First name(s) (Given name(s)) (x)	Date of birth (date-month-year)	
MOHAMMED TABISH	30-JULY-1980	
Place of birth	Country of birth	
MUMBAI	INDIA	
Current nationality	Nationality at birth, if different	
INDIAN	INDIAN	
Sex	Marital status	Other (please specify)
MALE	OTHERS	LIVE IN
Identification type	Other (please specify)	National identity number
OTHERS	AADHAR	1234 1234 1234

VISA OFFICER COMMENTS
APPLICANT

Φ VFS VAC -

Travel

Surname (Family Name) (x)	Surname at birth (Former family name(s)) (x)	
KUMRI	KUMRI	
First name(s) (Given name(s)) (x)	Date of birth (date-month-year)	
MOHAMMED TABISH	30-JULY-1980	
Place of birth	Country of birth	
MUMBAI	INDIA	
Current nationality	Nationality at birth, if different	
INDIAN	INDIAN	
Sex	Marital status	Other (please specify)
MALE	OTHERS	LIVE IN
Identification type	Other (please specify)	National identity number
OTHERS	AADHAR	1234 1234 1234

Passport (1)



<

1 / 1

>

Pan Card (1)

+

Driver's Licence (0)

+

② Name: #pmpot
AO: Twinkiebox

Score
22/5

EXPRESS - TOURIST - 3 WEEKS

Issue 1/10	RESOLVED ✓
Recommendation	
①	██████
②	██████
③	██████

Issue 2/10	PENDING ↗
Recommendation	
①	██████
②	██████
③	██████

Issue 3/10	PENDING ↗
Recommendation	
①	██████
②	██████
③	██████



FONT SIZE: 7 px

ENGLISH

Sign out

JANE WHITE

Visa Officer

Last Active

12:22 on 12 Oct 2017

[Change Password](#)

DASHBOARD

SEARCH

MY WORKSPACE

REPORTS



HARVEY SPECTER

AB132536453425

Passport Number A3243658

Score

3.2/5

Travel Date 12/01/2017

Express - Tourist - 3 weeks



1/10 Data mis-match

Lorem ipsum dolor sit amet, nec ad ornatus dignissim, te atomorum facilisis sea, cum ne mutat eloquentiam. Quot bono m eu eum. Ex laudem partem ius. An mei oratio principes, dolorem copiosae abhorreant pro ad. Nusquam invidunt com ectitur an has, sed novum labore fabellas id, id aliquip eruditii recusabo ius.

Recommendation

1

Lorem ipsum dolor sit amet, nec ad ornatus

ACTION

2

Atomorum facilisis sea, cum ne mutat eloquentiam.

ACTION

3

Nec ad ornatus dignissim

ACTION

 Remember my choice

2/10 Data mis-match

Lorem ipsum dolor sit amet, nec ad ornatus dignissim, te atomorum facilisis sea, cum ne mutat eloquentiam.

Recommendation



FONT SIZE: 7 px ▾

ENGLISH ▾

Sign out

JANE WHITE

Visa Officer

Last Active

12:22 on 12 Oct 2017

[Change Password](#)

DASHBOARD

SEARCH

MY WORKSPACE

REPORTS

Express Tourust Visa - Duration 3 Weeks

A **family** of 6 Travellers (4 adults and 2 children)

Travelling on **01/12/2017**

Turn around time **20 day**

Submitted on **02/01/2017 - 1 week a**

[view summary](#)

Applications that need attention



HARVEY SPECTER
AB132536453425



HARVEY SPECTER
AB132536453425



HARVEY SPECTER
AB132536453425



HARVEY SPECTER
AB132536453425



HARVEY SPECTER
AB132536453425



Decision ready application(s)



HARVEY SPECTER
AB132536453425

Wireframes

Getting to quick solutions and iterating with client onsite

Visa Finder

What the Visa finder has to offer:-

1. As the number of Visas available for a country can go up to hundreds, it is crucial to assist user to get to the right Visa requirements and get them to submit/ pay for the same.
2. Comparing similar Visa types and making sure what they are applying for is the right one for their requirement needs to be provided by system.

13.1

CONTINUE

Primary_Applicant
Visa-type
created_date

Kishore Raju
tourist
24 Nov 2017

Rashmi Nimbalkar
tourist
24 Nov 2017

Visa Name *	Duration	Nationality
Code:	Purpose of travel	No. of Entries
Description	Travel Document	Age group

Find Visa

Your Selection

Sel 1
 Sel 2

Compare
Requirement
Apply

Type
Turnaround time
Bio/Interview
Docs, photo spec
forms

visa finder Questions:

Attributes : Origin Country
Destination Country

Category, Subcat.

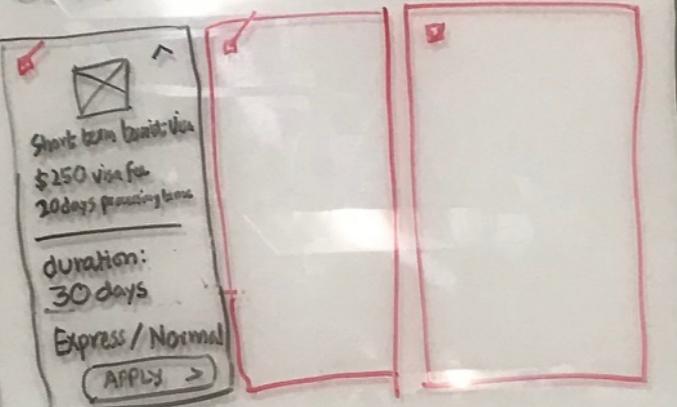
Visa_type

Set info

Mission - jurisdiction
Applications / completed
status of set
Application type
primary applicant name

Short term v tourism v

Q. Resul.



A sketch of a mobile application interface titled "find my Visa". It includes the following sections:

- "What is the duration of your stay?" with options: short, long term, 14 days, 3 months.
- "What is purpose of your visit?" with categories: tourism, medical, sports, business.
- "What is your Age group?" with categories: infant (<3 yrs), child (3-16 yrs), teenager (16-20 yrs), adult (21-59 yrs), elderly (>60 yrs).
- A large input field labeled "What is _____" followed by "W.H." and "T.I."

APPLY FOR VISA

A sketch of a web-based visa application interface. The header includes links for "APPLY FOR VISA", "APPLY | BOOK | PAY", "ADULT SERVICES", and "TRACK". The main area features the text "Finland! Apply in few easy steps" above a wavy line. To the right is a sidebar with a globe icon labeled "football frenzy?", a "VISA" section with a checkmark, and a "TRAVEL VISA" section with a map icon. Below the main area, there's a "OVERVIEW" section, a "STEPS TO APPLY" diagram showing a sequence of five boxes with arrows, and a "VISA TYPE" section with a search bar and a "lets help you identify..." button. The footer contains a "FOOTER" section.

Finland!
Apply in few easy steps

OVERVIEW

STEPS TO APPLY

VISA TYPE

Do you already know your visa type?

Search

lets help you identify...

short my visa

(All) ——> Showing All... COMPARE

SHORT TERM VISAS

LONG TERM VISAS

GROUP 3

FOOTER

Visa Information

Apply for Visa

Pay Visa Fee

Schedule Appointment

Track Application

Additional Services

 / Apply for Visa

Welcome to
Finland Visa
Visa Information Service
for India

On this website you can find information about Finland immigrant and non-immigrant visas and the requirements to apply for each. You can also learn how to pay the required visa application fee, and book an interview appointment at Finland Embassy in Delhi and the Finland Consulates General in Bangalore, Chennai, Hyderabad, Kolkata and Mumbai.

[Click here](#) to get more information about Finland visa in India

Steps to Apply



Visa Type

Do you already know your Visa type?

Enter your Visa type



OR

Let's help you identify ...

[Find My Visa >](#)

<First Promoted Visa Type>

<First Promoted Visa Type>

Browse

17

All

3

Tourism

2

Business

4

Education

1

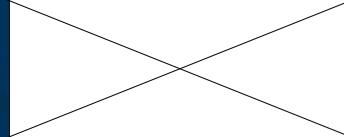
Investment

5

Join Family

2

Residence



Welcome to

Finland Visa

Visa Information service for India

On this website you can find information about short and long term visas and the requirements to apply for each. You can also learn how to pay the required visa application fee, book appointment to your nearest Visa application center to submit your passport once the online submission of application is complete. To get more information about Visa to South Africa from India [Click here](#).

Steps to Apply

- 1** Prepare Documents > **2** Take Appointment > **3** Submit Application > **4** Complete Payment > **5** Submit Biometrics

Fill the required forms and supporting documents

On this website you can find information about Finland immigrant and

On this website you can find information about Finland immigrant and

On this website you can find information about Finland immigrant and

On this website you can find information about Finland

Find the Visa you want to Apply for



OR

FIND MY VISA

Let us help you find your Visa

**Promoted visa type**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut

**First promoted visa type**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut



labore et dolore magna aliqua. Ut enim ad minim veniam, quis



labore et dolore magna aliqua. Ut enim ad minim veniam, quis

Browse

All 17

Tourism 2

Business 2

Education 4

Investment 1

Join Family 5

Residence 2

Study Visa (6543)

Visa Fee **126 \$** | Processing **15 days**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Compare

Learn more >

Intra-Company Transfer Work Visa (6543)

Visa Fee **126 \$** | Processing **15 days**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Compare

Learn more >

Medical Visa (6543)

Visa Fee **126 \$** | Processing **15 days**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Compare

Learn more >

Visitor (6543)

Visa Fee **126 \$** | Processing **15 days**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Compare

Learn more >

Business Visa (6543)

Visa Fee **126 \$** | Processing **15 days**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Compare

Learn more >

Permanent Resident (6543)

Visa Fee **126 \$** | Processing **15 days**

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Compare

Learn more >

Visa Information

Apply for visa

Pay Visa Fee

Schedule Appointment

Track Application

Additional Service

Home / Apply for Visa

Find My Visa

What is the duration of stay?

Less than 6 months

More than 6 months

A year

More than a year

What is the purpose of visit?

Tourism

Business

Education

Investment

Residency

Join Family

What is your age group?

Infant (below 3 years)

Child (4 to 12 years)

Youth (13 to 17 years)

Adult (18 to 59 years)

Elderly (above 60 years)

What is expected turn around time?

7 days

14 days

21 days

30 days

Number of entries

Single

Multiple

What is your Nationality?

INDIAN

Apply for **Finland Visa at Mumbai, India** ▾

Welcome to
Finland Visa
Visa Information service
for India

On this website you can find information about Finland immigrant and non immigrant visas and the requirements to apply for each . You can also learn how to pay the required visa application fee, and book an interview appointment at Finland Embassy in Delhi and the Finland consulate general in Bangalore, Chennai, Hyderabad, Kolkata and Mumbai.

[Click here](#) to get more information about Finland visa in India

Steps to Apply

-  Prepare Documents
-  Take Appointment
-  Submit Application
-  Complete Payment
-  Submit Biometrics
-  Interview (only for students)
-  Collect Passport

Visa Type

Do you already know your Visa type?

Enter your visa type 

'OR'

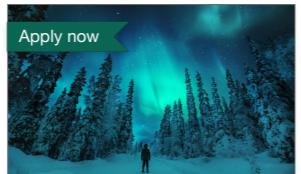
Let's help you identify....

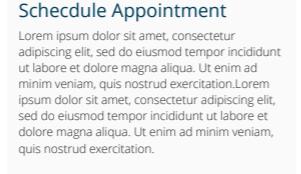
[FIND MY VISA](#)

Browse Visa types

- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days


Apply now


Schedule Appointment


Apply now


Schedule Appointment

 All rights reserved

Visa Type

Do you already know your Visa type?

Enter your visa type 

'OR'

Let's help you identify....

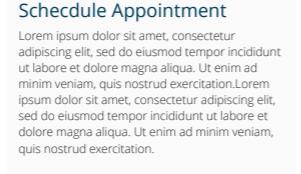
[FIND MY VISA](#)

Browse Visa types

- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days
- Name of the Visa
Type 5 (6543)
126 \$ | 15 days

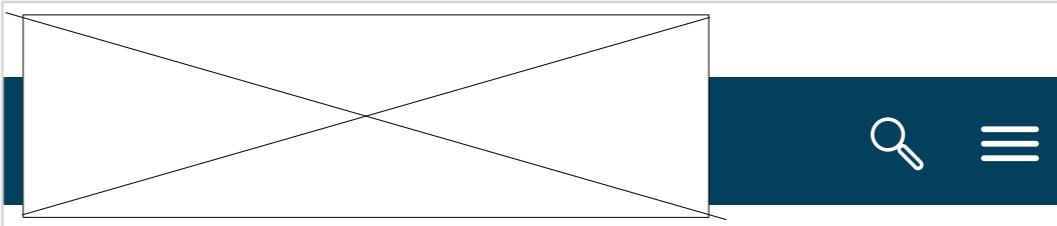

Apply now


Schedule Appointment


Apply now


Schedule Appointment

 All rights reserved



Apply for **Finland Visa at Mumbai, india** ▾

Welcome to
Finland Visa
Visa Information service
for India

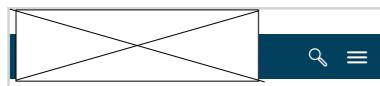


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[Click here](#) to get more information about Finland visa in India

Steps to Apply





Apply for Finland Visa at Mumbai, india ▾

Find my Visa [Modify](#)

[Less than 6 months](#) [Tourism](#)
[14 days](#) [Adult \(18 to 59 years\)](#)
[Multiple](#) [Passport](#)

Visa Results

Name of the Visa
Type 5 (6543)
126 \$ | 15 days

Lore ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Name of the Visa
Type 5 (6543)
126 \$ | 15 days

Lore ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Name of the Visa
Type 5 (6543)
126 \$ | 15 days

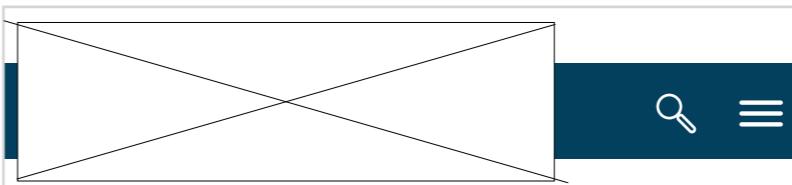
Lore ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Name of the Visa
Type 5 (6543)
126 \$ | 15 days

Lore ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Name of the Visa
Type 5 (6543)
126 \$ | 15 days

Lore ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.



Apply for **Finland Visa** at Mumbai, india ▾

Find my Visa [Modify](#)

[Less than 6 months](#) [Tourism](#)
[14 days](#) [Adult \(18 to 59 years\)](#)
[Multiple](#) [Passport](#)

Visa Results

Name of the Visa
Type 5 (6543)
126 \$ | 15 days

Lore ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Name of the Visa
Type 5 (6543)
126 \$ | 15 days

Lore ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation.

Applicant dashboard:

The users/applicants would be able to see:-

1. If applicants login/register from a mission website of the Visa Processing Partner, all the applications for the country will be available at one place.
2. If applicants login from the Visa Processing Partner global website, they will be asked to choose which country they want to apply for and they will be taken to the mission website where they would login and see applications to that country only.
3. Applications appear as sets. A set can have a single or more applications that is submitted and paid for together.
4. For each set there will be a primary applicant to whom notifications will be sent

Summary

MISSING ACCOUNTS PAGE

header

My Visas

< Global Visa

My Finland Visas

Remove

Showing All

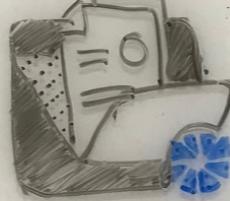
New Ap.



4 Applications

Family tourist
active pending

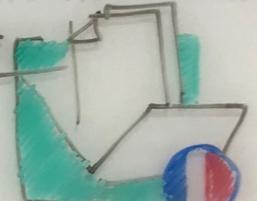
1 hr Ago.



1 Applications

Individual tourist
pending

1 day Ago.



1 Applications

Individual Business
granted

15 days Ago



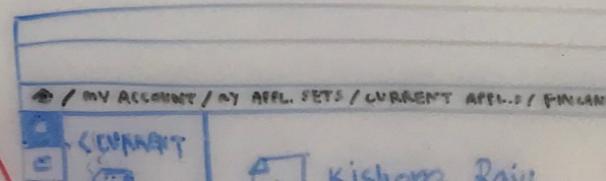
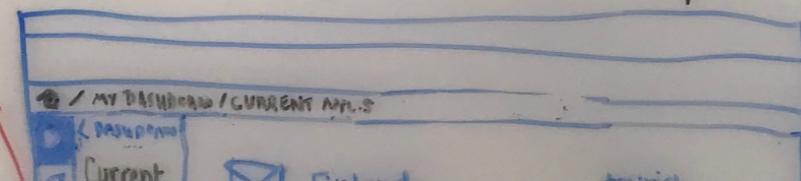
1 Application

Individual
delivered

1 year Ago.

MY EXP

My Comp & fees



[Visa Information](#)[Apply for Visa](#)[Pay Visa Fee](#)[Schedule Appointment](#)[Track Application](#)[Additional Services](#)[/ Apply for Visa / My Applications](#)

My Finland Applications

Showing - All ▾

[Remove](#) [+ New Application](#)

Current Applications

 Tourist \$ 28

3 Application  Family

1 Application Incomplete

Status of Set  Draft

Last activity 1 hour ago

 Business \$ 35

1 Application  Individual

1 Application Incomplete

Status of Set  Incomplete

Last activity 10 Days ago

 Tourist \$ 28

1 Application  Individual

Status of Set  Granted

Last activity 15 Days ago

Archived Applications

 Tourist \$ 28

1 Application  Family

1 Application Incomplete

Home Visa Information

Apply for visa

Pay Visa Fee

Schedule Appointment

Track Application

Additional Service

 Search

 Your Applications

Home / Apply for Visa / My Applications

Applying from: **India** 

Your Finland Visa Applications

 Remove

+ New

Search



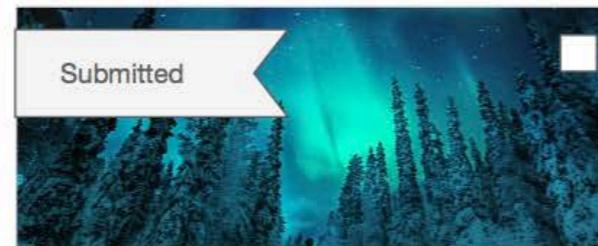
CURRENT (5)



2 Applications | Tourist | Family

Visa Fee	\$126
Processing	15 days
Completed	1/3
Status	Draft

[View >](#)



1 Applications | Individual

Visa Fee	\$30
Processing	7 days
Completed	1/1
Status	Submitted

[View >](#)

ALL (12)

FINLAND VISA - CURRENT (5)

 Tourist | Family (4)

 Business | Individual (1)

FINLAND VISA - ARCHIVED (1)

 Tourist | Individual (1)

ARCHIVED (4)



4 Applications | Family

Visa Fee	\$126
Processing	15 days
Completed	1/3
Status	Draft

[View >](#)

tb tw in APP SUPPORT ENG

SEARCH NOTIFICATIONS KISHORE

APPLY FOR VISA PAY FEES BOOK APPOINTMENT VAS TRACK APPLICATION

Home / My applications / application set / visa application form

VISA APPLICATION

FINLAND TOURIST VISA FAMILY 1 of 3 Applications

BASIC INFORMATION

FORM1

FORM2

Documents

Photos

Summary

BASIC INFORMATION

AID: _____

This information cannot be changed. So please ensure that it is correct.

CANCEL Proceed

Do you want to start over? |

Summary section: VPF → Complete application

BASIC INFORMATION

FORM1

REVIEW & CONFIRM

FORM2

UPLOAD DOCUMENTS

DOC1
DOC2
DOC3

REVIEW & CONFIRM

UPLOAD PHOTO

SUMMARY

SUMMARY

AID: _____

Do you want to add another application? Y N

BACK SAVE PROCEED

visible after Application basic info is complete.
Select is disabled if appl. is not complete

App
Add
Pay
Sub

We are

Do you want to start over? Visa finder User taken to Visa info (Apply for visa) page.

INDIVIDUAL Confirm - application ready for payment (PPR) proceed.

[Home](#) [Visa Information](#)**Apply for visa**[Pay Visa Fee](#)[Schedule Appointment](#)[Track Application](#)[Additional Service](#) [Search](#) [Your Applications](#)[Home / Apply for Visa / My Applications](#)Applying from: **India** **Tourist Visa Application**

Application Type

Family

Number of Applicants

1

Application ID

1234567890123456

 **BASIC INFORMATION** **FORM 1** COMMUNICATION TRAVEL OTHERS **FORM 2** COMMUNICATION TRAVEL OTHERS **DOCUMENTS** **PHOTOS** **SUMMARY****Basic Information**AID 1234567890123456

Field Label

Last Name

Field Label

Middle Name

Field Label

First Name

Field Label

Date of Birth

Field Label

Gender

Field Label

Nationality

Field Label

Email ID

Field Label

Phone Number

Field Label

Passport Number

Field Label

Date of Expiry (Passport)



This information cannot be changed once Application ID is generated. So, please ensure given information is correct.

APPLICATION SET

Confirm Before Submission

APPLICATION SET
- MY APPLICATIONS
- SAVE & RESUME
- CREATE SET BY ADDING APPLICATION
- BASIC INFO

② Kishore

② =

MY APPLICATIONS
MY EXPERIENCES
FEEDBACK & COMPLAINTS
NOTIFICATIONS
ACCOUNT SETTINGS

✓ Sun created

↑ / APPLY FOR VISA / VISA TYPE

To T in APP ⚡ support ENG ▾

SEARCH Notifications KISHORE

APPLY FOR VISA PAY FEES BOOK APPOINTMENT VAS TRACK APPLICATION

↑ / MY APPLICATIONS

MY APPLICATIONS MY EXPERIENCES FEED BACK & COMPLAINTS NOTIFICATIONS ACCOUNT SETTINGS

MR. KISHORE, VEER's (change primary applicant)
Visa application for FINLAND, applied at MUMBAI, INDIA

Created on: 3 Applications

Application set: Family (change) + Add applicant

Add application to your family set add

AID FNAME LNAME Current status PRIMARY APPLICANT Actions

AID FNAME LNAME completion Actions

AID FNAME LNAME completion Actions

2/3 application ready to submit Submit set

1st Application in set?
Visa Form

BASIC INFORMATION OF

FIRSTNAME/GIVENNAME LAST NAME / SURNAME

DATE OF BIRTH GENDER

PASSPORT NUMBER ISSUE DATE EXPIRY DATE

This will be the primary application

CLOSE ADD APPLICATION

DASHBOARDS AND DASHBOARD PAY BOOK VAS TRACK

Visa Information

Apply for Visa

Pay Visa Fee

Schedule Appointment

Track Application

Additional Services

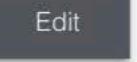
 / Apply for Visa / My Applications

**Finland Tourist Visa** | **3 Applications** | Family |  AID Generated
₹13,850.00 [Details >](#)
Inclusive of taxes

 Fill Application  Mode of Submission  Schedule Appointment  Additional Services  Payment  Biometrics  Interview

**Paul Cleetus Amadeus** | 34 | Primary Applicant | 
1 Basic Details  Fill Visa Form  Document Upload  Photo Upload  Complete Summary  Physical Submission 

**Reeta Amadeus** | 32 | 
2 Basic Details  Fill Visa Form  Document Upload  Photo Upload  Complete Summary  Physical Submission 

**Jason Amadeus** | 10 | 
3 Basic Details  Fill Visa Form  Document Upload  Photo Upload  Complete Summary  Physical Submission 

Payment

AID : NOT generated.

the application Yes No

or tourist visa
for different visa

Proceed

Appointments.

eSub./pSub.

fee?

APPLICATION SET



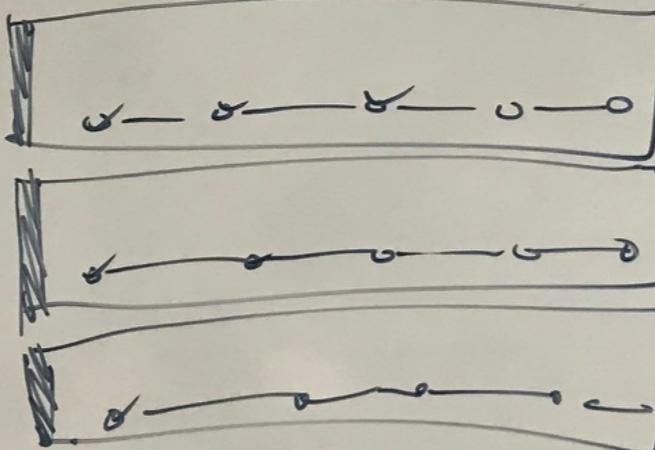
FINLAND : TOURIST VISA : FAMILY

₹58,000
inc. f...

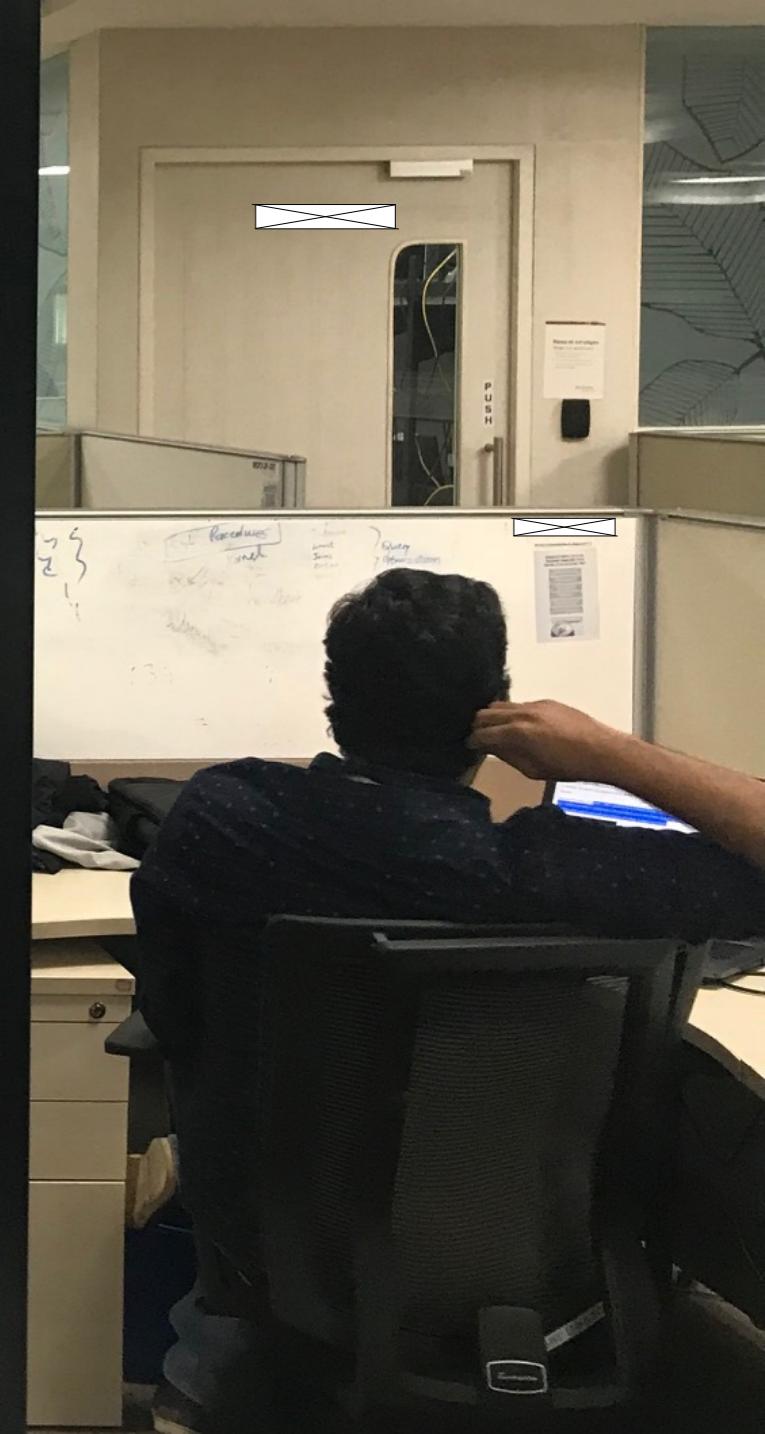
< Back to My Applications

Form Filling

[+ Add]



- ✓ Fill form
- ✗ Mode of sub
Courier pickup
- ✗ Appoint
23 Oct 2015
- ✗



Home Visa Information

Apply for visa

Pay Visa Fee

Schedule Appointment

Track Application

Additional Service

 Search

 Your Applications

Home / Apply for Visa / My Applications

Applying from: **India** 

Finland | Tourist | Family | 2 Applications

 \$ 126
incl. of all taxes



Veer Kishore | AID 1102028271

 Basic Details  Fill Visa Form  Documents Upload  Photo Upload  Complete Summary

 Remove

+ New

 Edit >



Sudha Kishore | AID 1102028271

 Basic Details  Fill Visa Form  Documents Upload  Photo Upload  Complete Summary

 Edit >



FILL APPLICATIONS

MODE OF SUBMISSION

SCHEDULE APPOINTMENT

ADDITIONAL SERVICES

PAYMENT

BIOMETRICS

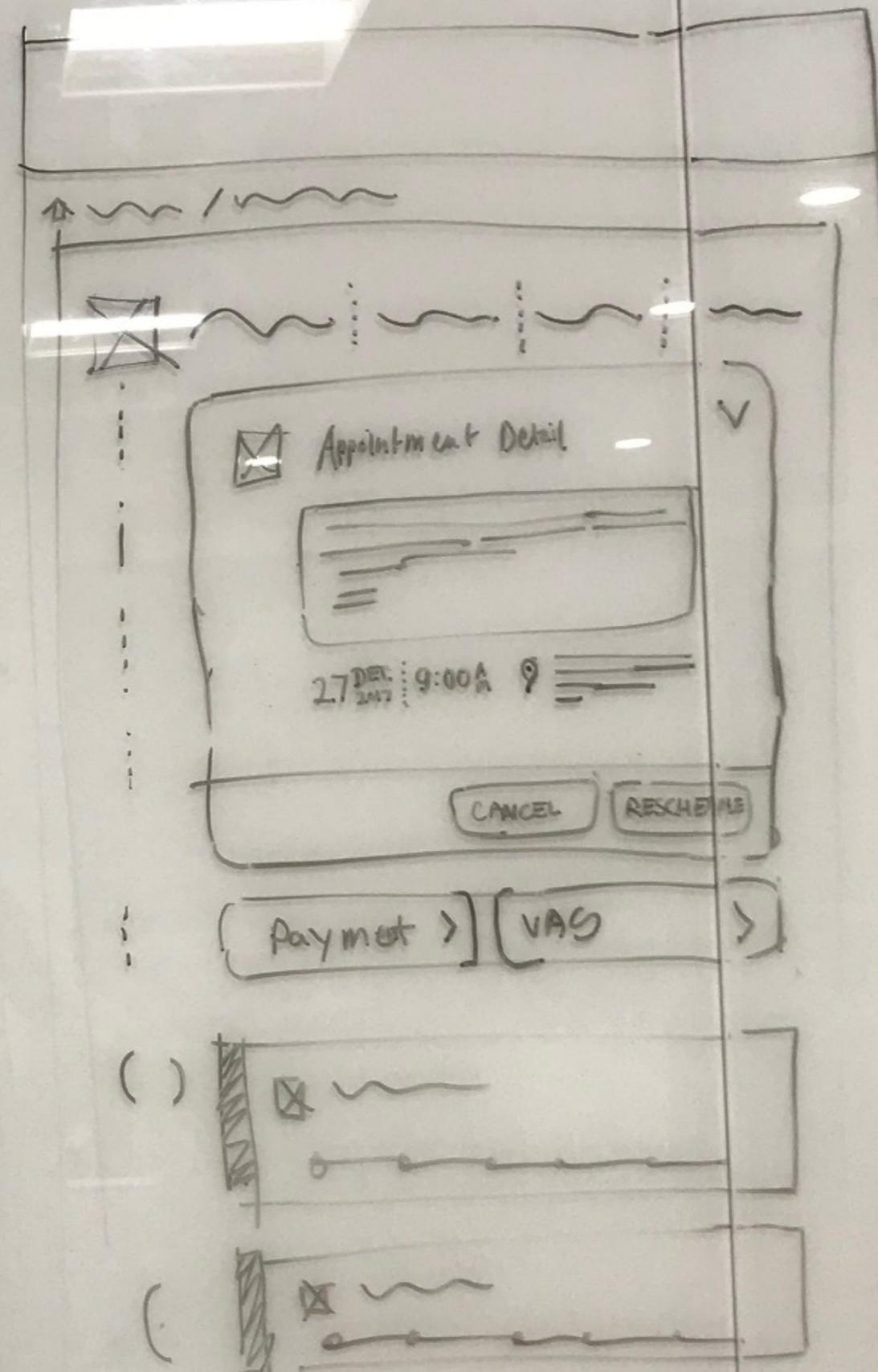
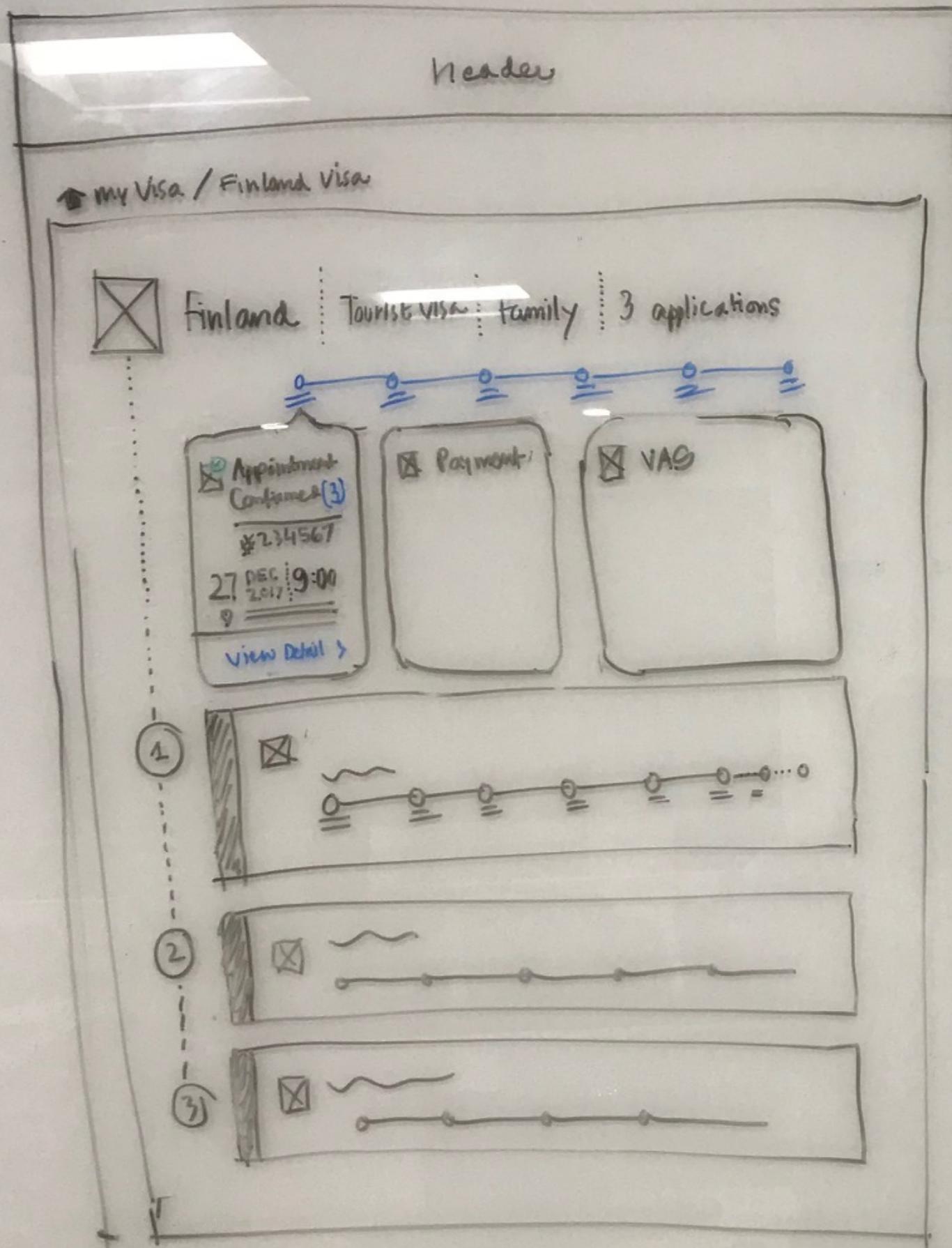
INTERVIEW

VISA DECISION

Complete all the applications in the set to continue

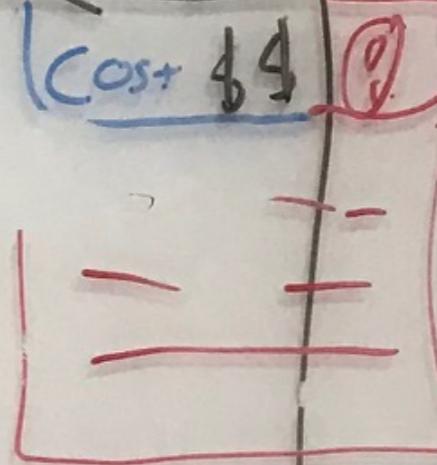
PROCEED

SET PAGE





FINLAND | TOURIST | FAMILY



APPLICATION

MB HK SK 0 00600

13 APPLICATIONS
1 application requested for resubmission

MMW



APPOINTMENT

REF # : 123456

Date:

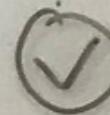
27 Dec 2017 : MUMBAI SOUTH

PURPOSE:

9:00 AM

←
→

[Modify]



PAYMENT

DOWNLOAD

PRINT



[Home](#) [Visa Information](#)[**Apply for visa**](#)[Pay Visa Fee](#)[Schedule Appointment](#)[Track Application](#)[Additional Service](#) [Search](#) [Your Applications](#)

Home / Apply for Visa / My Applications / Finland Visa Application

Applying from: **India**

Finland | Tourist | Family | 4 Applications

\$ 126
incl. of all taxes **3 Applications** | 1 Resubmitted[Edit >](#) **Mode of Submission** | Courier Submission[Edit >](#)

Schedule Appointment

Purpose, Place and Date of Appointment



Time Slot

 Standard Slots Discounted Slots

<description and benefits>

September

Mon
< 15Tue
16Wed
17Thu
18Fri
19Sat
20Sun
21
> FILL APPLICATIONS MODE OF SUBMISSION SCHEDULE APPOINTMENT FOR INTERVIEW SCHEDULE APPOINTMENT FOR INTERVIEW ADDITIONAL SERVICES PAYMENT BIOMETRICS INTERVIEW VISA DECISION



Schedule Appointment

PAYMENT

BIOMETRICS

INTERVIEW

VISA DECISION

Purpose, Place and Date of Appointment



Time Slot



Standard Slots

Discounted Slots

<description and benefits>

September



Mon

15

Tue

16

Wed

17

Thu

18

Fri

19

Sat

20

Sun

21



Morning Slots

8:00

8:30

9:00

9:30

10:00

10:30

11:00

11:30

Afternoon Slots

12:00

12:30

1:00

1:30

2:00

2:30

3:00

3:30

Evening Slots

4:00

4:30

5:00

5:30

6:00

6:30

7:00

7:30



Selected



Standard Available



Premium Available



Waitlist

Complete all the applications in the set to continue

PROCEED >

Standard and Premium Slots Discounted Slots Waitlist

January ▾

< Mon Tue Wed Thu Fri Sat Sun >

15 16 17 18 19 20 21

Morning Slots

8:00 8:30 9:00 9:30 10:00 10:30 11:00 11:30

Afternoon Slots

12:00 12:30 1:00 1:30 2:00 2:30 3:00 3:30

Evening Slots

4:00 4:30 5:00 5:30 6:00 6:30 7:00 7:30

Available Selected Standard Premium



No slots available for this date.

Select below to join the waitlist. You will be notified if a slot opens up. Alternatively you can check other dates for available slots.

YES, I would like to confirm to be placed on Waitlist for today's date

Waitlist for 15 Jan 2018

SUBMIT FOR WAITLIST >

[Home](#) [Visa Information](#)**Apply for visa**[Pay Visa Fee](#)[Schedule Appointment](#)[Track Application](#)[Additional Service](#) [Search](#) [Your Applications](#)[Home](#) / [Apply for Visa](#) / [My Applications](#) / [Finland Visa Application](#)Applying from: **India****Finland | Tourist | Family | 4 Applications**\$ 126
incl. of all taxes **2 Applications** | Form Filling Assistance[View >](#) **Mode of Submission** | Courier Submission[View >](#) **Appointment** | 23 Jan 2018 | Mumbai[Modify >](#) **Additional Services** | Courier Pickup | Biometric @ Home[View >](#) **Payment** | \$123.40[View >](#) **Document Resubmission** | 1 Application**Primary** **Veer Kishore** | AID 1102028271 **FILL APPLICATIONS** **MODE OF SUBMISSION** **SCHEDULE APPOINTMENT FOR INTERVIEW** **SCHEDULE APPOINTMENT FOR INTERVIEW** **ADDITIONAL SERVICES** **PAYMENT** **BIOMETRICS** **INTERVIEW** **DOCUMENT RESUBMISSION** **VISA DECISION**

[Home](#) [Visa Information](#)
[Apply for visa](#)
[Pay Visa Fee](#) [Scheclue Appointment](#) [Track Application](#) [Additional Service](#)

Search

Veer.kishore@gmail.com

[My Applications](#) > [Finland Visa Applications](#)


Tourist Visa Application

Application Type

Family

Number os Applicants

2

Primary Applicant

Veer Kishore

Total Payable

INR 13,850

Notifications will be sent to Mr. Veer Kishore (primary applicant) [Change](#)



Veer Kishore | AID 1102028271

Submitted

Basic Details

Fill Visa Form

Documents Upload

Photo Upload

Complete Summary

Track >



Sudha Kishore | AID 1102028272

Submitted

Basic Details

Fill Visa Form

Documents Upload

Photo Upload

Complete Summary

Track >

FILL APPLICATIONS

2 Applications Submitted

MODE OF SUBMISSION

Courier Delivery

SCHEDULE APPOINTMENT FOR BIOMETRICS

28 Jan 2018, Mumbai

SCHEDULE APPOINTMENT FOR INTERVIEW

28 Jan 2018, Mumbai

ADDITIONAL SERVICES

Premium Lounge

PAYMENT

30 Jan 2018, Online

BIOMETRICS

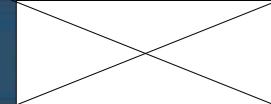
1st Feb 2018, Mumbai

[BACK](#)

CRM dashboard:

The Customer service Executive would be able to see all of the following info. at one place:-

1. Call related activities that have happened with customer
2. Logging complaints, user requests, existing list of complaints arranged chronologically
3. Policy changes that needs to be conveyed to customer
4. Stages of each application of customer
5. Cross selling suggestions
6. Announcements presented upfront for executive to be aware of.



Search by

Keyword

AID

Scan/ Search

Search

Advanced Search

Alerts



Application ID

1233445669620467

Name

PATRICK SIMON



Family Set

E-mail

3 Applications

p.simon@gmail.com

Mobile

+91-8139093382

Passport

#####986

Today's Interaction

7th Dec 2017

Enter the details...

 Enquiry Complaint Appeal

Enquiry Type

Visa requirement

Purpose of Travel

Tourism

 Escalate

COMPLETE INTERACTION

Summary Complaints VAS Appointment Lifecycle Interction Feed

Visa Type Long Term	Purpose of Travel Tourism	Last Action (By Applicant) Paid 65 \$ towards Visa fees @ Vac on 17th February 2017	Current St (@ Mission) Document Pending Application Lifecycle	(By Applicant) Applicant required to submit old Passport before 2nd March 2017
Application Type Express	Submission date 12 / 10 / 2017	Decision date --		

Complaints 3 Ref # 1234567890 | Severity High | Status Open

15 Nov 2016 | 10:23 am

The applicant had raised a complaint regarding the receiving of the passport from the VAC office. The return was scheduled on 20th February.

VAS 2 Recommend (2)

Courier Service (5\$)

Purchased (2)

Passport Pick-up (5\$) | 18 Nov 2016 | (10:23 am)

Please stop sending SMS until further notice

16th Nov 2017 10:30 am

Please stop sending SMS until further notice

16th Nov 2017 10:30 am

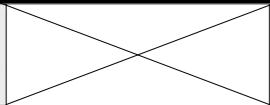
Please stop sending SMS until further notice

16th Nov 2017 10:30 am

Quality Check dashboard:

The QC Executive would be able to see all of the following info. at one place:-

1. Call related activities that have happened with customer
2. Logging complaints, user requests, existing list of complaints arranged chronologically
3. Policy changes that needs to be conveyed to customer
4. Stages of each application of customer



SEARCH



FETCH



AID 1234567890

Name
Louisa Adame Manzanares

Mandatory QC

Express Visa

Passport #
AB12345Visa Type
Tourism

Current Status

QC Required

Set of Applications

Family of 5**Detailed Summary****Forms (3)****Visa Application Form****Personal**Surname (Family Name)
ManzanaresFirst name (Given Name)
LouisaDate of Birth
01 / 12 / 1987Place of Birth
GlasgowGuardian's Surname (Family Name)
DoeGuardian's First Name (Given Name)
AdameGender
FemaleMarital Status
MarriedCurrent Nationality
BritishNational Identity Number
123456789**Communication****Documents (1)****Passport**

Current Passport

Digital Physical

Undo Resubmit

Re-upload Passport



Previous Passport

Not Applicable

Re-submit

Re-upload Passport

Travel Itinerary

Flight Ticket

Digital Physical

Re-upload Travel Itinerary

Re-submit

Terms & Conditions Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor**QC DONE****QC OVERRIDE****WITHHOLD****ADDITIONAL REQUEST****QC DONE****PROCEED**

Search Fetch**AID**

Scan/ Search

GO

Advanced Search



Lorem ipsum dolor sit amet, consectetur
adipiscing elit, sed do eiusmod tempor

Search AID 1234567890 AID 1234567890 Applicant Name
Louisa Adame Manzanares Louisa

Mandatory QC

Express Visa

Passport #
AB123456Visa Type
TourismCurrent Status
QC Done

Set of Applications

Family of 5 Detailed Summary

Forms (3)

Form 1

Personal

Surname (Family Name)

Manzanares

Date of Birth

01/12/1987

Guardian's Surname (Family Name)

Doe

Gender

Female

Current Nationality

British

First name (Given Name)

Louisa

Place of Birth

Glasgow

Guardian's First Name

Adame

Marital Status

Married

Nationality Identity Number

123456789

Edit

Documents (1)

Passport

Re- upload

Documents _0012

Digital Physical

RE-SUBMIT

Documents _0012

Digital Physical

RE-SUBMIT

Documents _0012

Digital Physical

RE-SUBMIT

Supporting Documents

Re- upload

Current Status

QC Done

PROCEED

Search AID 1234567890 AID 1234567890 Applicant Name
Louisa Adame Manzanares Louisa

Mandatory QC

Express Visa

Passport #
AB123456Visa Type
TourismCurrent Status
QC Done

Set of Applications

Family of 5 Detailed

Forms (3)

Form 1

Personal

Surname (Family Name)

Manzanares

⚠ Mismatch from file: [Document_001](#)⚠ Mismatch from file: [Document_001](#)

Date of Birth

01/12/1987

Place of Birth

Glasgow

Guardian's Surname (Family Name)

Doe

Guardian's First Name

Adame

Gender

Female

Marital Status

Married

Document Preview Document_001

Request Document

Reason

Description.



Search 

Applicant Name
Louisa Adame Manzanares Louisa

 Mandatory QC Express Visa

Passport #
AB123456

Visa Type
Tourism

Current Status
QC Done

Set of Applications
Family of 5

Detailed Summary

Forms (3)

Form 1

Personal

Surname (Family Name)

Manzanares

Date of Birth

01/12/1987

Guardian's Surname (Family Name)

Doe

Gender

Female

Current Nationality

British

First name (Given Name)

Louisa

Place of Birth

Glasgow

Guardian's First Name

Adame

Martial Status

Married

Nationality Identity Number

123456789

Document Preview Document_001



Search AID 1234567890 X AID 1234567890 X

Applicant Name
Louisa Adame Manzanares Louisa

● Mandatory QC● Express Visa

Passport #
AB123456

Visa Type
Tourism

Current Status
QC Done »

Set of Applications
Family of 5 ▼

Detailed Summary

Forms (3)

● ● ●

Form 1

Personal



Surname (Family Name)

Manzanares

⚠ Mismatch from file: [Document_001](#)

⚠ Mismatch from file: [Document_001](#)

First name (Given Name)

Louisa

Date of Birth

01/12/1987

Place of Birth

Glasgow

Guardian's Surname (Family Name)

Doe

Guardian's First Name

Adame

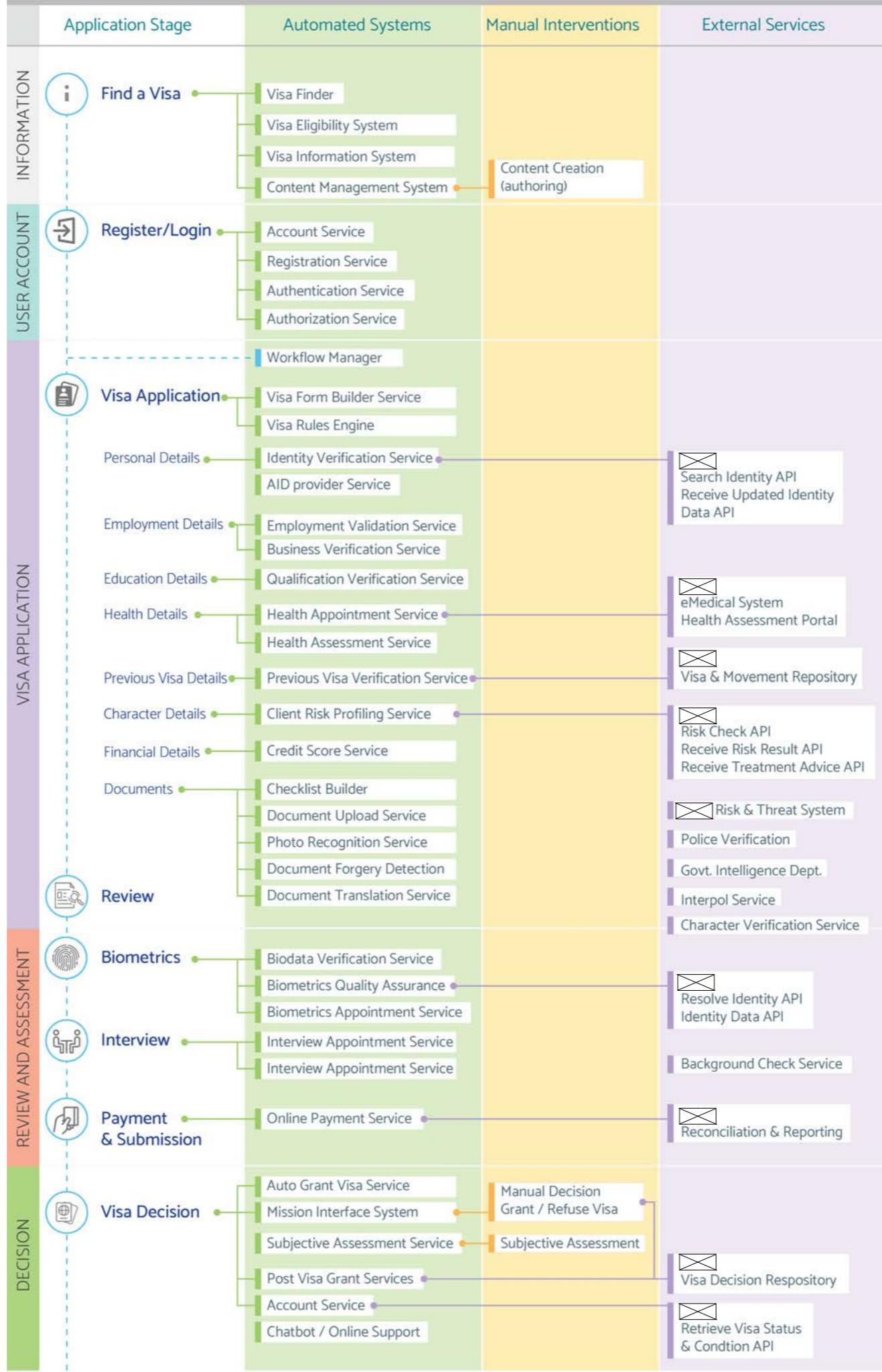
Gender

Female

Martial Status

Married





Thanks!