

# VISA & PASSPORT NEWS

## Quick Links:

[Consulate and Embassy Updates](#)

[Contacting CIBT](#)

[Your CIBT Account](#)

[Shipping to CIBT](#)

[Visa Applications](#)

[Travel Advisories](#)

[International Phone Rental](#)

**October 5, 2011**

## **SPECIAL ANNOUNCEMENTS**

### **CIBT Wins the 2011 Travel Weekly Gold Magellan Award**

CIBT is the winner of the 2011 Travel Weekly Gold Magellan Award. [Read more>](#)

### **Brazil Consulate - Los Angeles Online Application Service Outage**

Consulate's online visa application will not be available between October 6-9, 2011. [Read more>](#)

### **Canadian Thanksgiving Day Closings**

The Consulates and our offices in Canada will be closed on Monday October 10, 2011. [Read more>](#)

### **Columbus Day Closings**

CIBT offices will remain open while select consulates will be closed. [Read more>](#)

## **SPECIAL ANNOUNCEMENTS - FROM PREVIOUS WEEKLY UPDATES**

### **CIBT Singapore**

CIBT opened its first office in the Asia Pacific region. [Read more>](#)

### **CIBT San Francisco Has Moved**

On September 24, 2011 CIBT San Francisco has moved to a new office. [Read more>](#)

## **FEATURED ARTICLES**

### **Establishing an Account with CIBT**

### **US Customs and Border Protection – Global Entry Program**

## **TIP OF THE WEEK**

### **Why Should You Stick with the Sticker?**

## **CONSULATE AND EMBASSY UPDATES**

### **Atlanta**

[Chicago](#)

[Connecticut](#)

[Houston](#)

[Los Angeles](#)

[Miami](#)

[New York](#)

[San Francisco](#)

[Washington D.C.](#)

[CIBT Canada](#)

---

## **SPECIAL ANNOUNCEMENTS**

### **CIBT Wins the Travel Weekly Gold Magellan Award**

We are proud to announce that CIBT is the winner of the 2011 Travel Weekly Gold Magellan Award in the Online Travel Services – Trip Planning category for the Travel Visa Widget.

Travel Weekly is a national leader in providing breaking news and trend analysis on travel industry to travel agents and executives since its founding in 1958. The publication first introduced the Magellan Awards program in 2008 to start recognizing the best of the best of our industry in categories including Online Travel Services, Travel Agents/Agencies and Cruise Ships in two levels, Gold and Silver. The participants of the program are judged by a panel of independent experts including Professor/Founding Dean of the NYU Tisch Center for Hospitality, Tourism and Sports Management, Lalia Rach; Peter Greenberg Travel Editor of the CBS Early Show and Author of 1,000 Places to See Before You Die, Patricia Schultz.

If you would like to see a full listing of 2011 winners including CIBT's Travel Visa Widget please visit the [Magellan Awards Winners](#) website, and with that said if you haven't already taken a look at the widget you may be missing on a great online travel tool! CIBT Travel Visa Widget will instantly enhance your travel website or blog by providing you and your visitors the opportunity to search for travel visa requirements quickly and get direct results! You may visit [CIBT Travel Visa Widget](#) to experience and download the award winning Travel Visa Widget. The simple 4 – step widget download process will allow you to customize your widget without any hassle:

- **Step 1:** Choose from a vertical or horizontal widget layout
- **Step 2:** Select either a Flash or HTML Javascript version
- **Step 3:** Determine the citizenship, destination and purpose of travel settings
- **Step 4:** Copy and paste the code generated and add it to your website

In addition to all the benefits, unlike other visa service applications, CIBT's Travel Visa Widget is maintenance free that means after you install the widget no further updates are required!

#### **Brazil Consulate - Los Angeles Online Application Service Outage**

The Consulate General of Brazil in Los Angeles has announced that their online visa application system will not be operational starting at **8:00 PM PST, Thursday October 6** , until **7:59 PM PST, Sunday October 9, 2011**.

#### **Canadian Thanksgiving Day Closings**

All of CIBT Canada offices and the consulates will be closed on Monday October 10, 2011 in observance of Canadian Thanksgiving. Normal operations will resume on Tuesday, October 11, 2011.

#### **Columbus Day Closings**

CIBT offices will remain open while some consulates in the US will be closed on Monday October 10, 2011 in observance of the Columbus Day. We will list the closings for each consulate on our website as they are reported. Please be advised that closing notices may not be provided for consulates as the embassy and consulates are subject to closure without prior notice.

### **SPECIAL ANNOUNCEMENTS - FROM PREVIOUS WEEKLY UPDATES**

#### **CIBT Singapore**

CIBT has opened its first office in the Asia Pacific region on September 19, 2011. CIBT Singapore is a wholly-owned subsidiary of CIBT and provides visa and other travel document services to travelers residing in Singapore. To learn more about the services offered please visit us on the [CIBT Singapore](#) website or contact Steven Diehl, Vice President of Sales at [steven.diehl@cibt.com](mailto:steven.diehl@cibt.com) or by phone at 917-304-2407.

#### **CIBT San Francisco Has Moved**

CIBT San Francisco office has moved to a new location. Please do not forget to update your databases with the new address:

#### **CIBT**

**555 Montgomery, Suite 700**

**San Francisco, CA 94111**

### **FEATURED ARTICLES**

#### **Establishing an Account with CIBT**

Are you a corporate travel manager or other decision maker tasked with evaluating visa and passport services providers? To request a confidential quote or proposal for services, please email CIBT's sales team at: [steven.diehl@cibt.com](mailto:steven.diehl@cibt.com) or call us at: 917-304-2407. CIBT can help you navigate through the

challenges associated with travel document procurement by delivering proven solutions, value and a customized service approach.

### **US Customs and Border Protection – Global Entry Program**

Did you know that the US Customs and Border Protection Agency has a program that expedites your customs declarations and re-entry to US and allows you to skip the passport control lines? While the program is geared towards frequent international travelers there are no minimum trips per year to be qualified for the Global Entry program. Along with US citizens, qualified Green Card holders are also eligible for participation.

The passport control lines at major airports can be dauntingly long. Global Entry program allows its participants to proceed to the automated kiosks instead of these long lines. At these kiosks travelers need to present their machine readable passports or Green Cards, provide fingerprints for verification and electronically enter their customs declarations. Kiosks provide a receipt at the end of the process and you are done!

The Global Entry kiosks are available at all major international airports including New York/JFK, Washington/Dulles, Los Angeles/LAX, San Francisco/SFO, Houston/IAH, Chicago/ORD, Miami/MIA, and Boston/BOS. In order to apply for the program travelers need to complete an online application, and submit a \$100 non-refundable application fee. Then, each applicant will be scheduled for an interview and go through a background check. If you are a current member of the CBP's NEXUS (Expedited travel between US-Canada borders) or SENTRI (Expedited travel between US-Mexico borders) you may activate your membership at no additional cost. In addition to the list of all kiosks and the enrollment center location, you may find more on the application process at the [Global Entry Program](#) website.

[Return to top](#)

### **TIP OF THE WEEK**

#### **Why Should You Stick with the Sticker?**

You may wonder why there is a CIBT sticker on your passport when it's returned back to you after a visa or passport process. Some people may not even be pleased with this addition. So why should you keep them on? These stickers do have more than one meaningful purpose. We place these stickers to ensure that you will have our contact information at your disposal the next time you need a visa. Also many consulates actually require an identification sticker on the passport when being submitted by a third party service, as it minimizes the chance of them mistakenly returning your passport to a different individual or service.

An added value of keeping you stickers is if one day you happen to lose your passport CIBT sticker

may even help reunite you with it! In the past, there has been an instance where a traveler who happened upon a lost passport was able to call and report it to us! CIBT contacted the owner who was extremely happy that the passport was found just prior to his departure. He was also very glad that he had not removed the CIBT sticker.

[Return to top](#)

## **CONSULATE AND EMBASSY UPDATES**

**US Passport Agencies** - US Department of State passport processing centers have severely limited "same-day" processing of passports. Please check with CIBT's Customer Service department before submitting an expedited passport request.

### **City-Specific Updates**

The following may not be a complete list of closures and visa requirement updates as they are subject to change without advance notice.

#### **Atlanta**

- **Belgium:** All foreign nationals applying for a visa in Atlanta must visit the Belgium Consulate for finger printing.

#### **Chicago**

- **Venezuela:** Effective immediately, the Venezuelan Consulate in Chicago requires digital photos for the visa applications, which have to be submitted directly to the consulate.
- **Lithuania:** The Consulate of Lithuania in Chicago now requires a personal appearance.

#### **Connecticut**

- **No updates this week**

#### **Houston**

- **China:** The Consulate of China in Houston now require a personal appearance from all French nationals applying for visa.
- **Brazil:** The Consulate in Houston now requires a "Minor Authorization" form to be submitted along with the other documentations previously required for those who are under 18 years old. The Consulate also requires a separate "Declaration of Non-Citizenship" form from those minors whose parents are Brazilian nationals. Both forms are posted on the applicable visa kits.

- **Bolivia:** The Consulate in Houston now only process Business visas.

#### **Los Angeles**

- **Brazil:** The Consulate General of Brazil in Los Angeles has announced that their online visa application system will not be operational starting at **8:00 PM PST, Thursday October 6** , until **7:59 PM PST, Sunday October 9, 2011**.

#### **Miami**

- **No updates this week**

#### **New York**

- **Brazil:** The Brazil Consulate in New York will no longer accept 3rd party visa application submissions for most foreign nationals with few exceptions. The Consulate has advised CIBT that exceptions will be made for passport holders of Australia, Canada, China, India, Indonesia, Japan, Mexico, and Nepal. All other foreign passport holders are now required to make a personal appearance at the Brazil Consulate in New York. The CIBT requirements available online on the CIBT website have been updated to reflect these changes.
- **Brazil:** The processing time for Brazil in New York visas has been increased to 10 business days. While a five day turnaround is possible for special circumstances it cannot be guaranteed.
- **China:** The Consulate of China in New York now require a personal appearance from all French nationals applying for visa.
- **Finland:** The Consulate in New York enforces a strict jurisdiction within their area and will not accept applications from out of their jurisdiction.
- **Turkey:** The processing time in New York is 10 business days.

#### **San Francisco**

- **No updates this week**

#### **Washington D.C.**

- **China:** Chinese Consulate in Washington DC now requires all applications to be typed. Applications completed by hand are rejected.
- **Angola:** The processing time in Washington DC is now 21 business days.
- **Libya:** The embassy is closed and no longer issuing visas.
- **United Kingdom:** Please note that due to past technical delays the UK Consulate is severely backlogged with UK Passport requests, processing time is estimated at 8-10 weeks.

There will be no expedited processing in the near future.

### **CIBT Canada**

- **Angola:** Visas can only be issued 3 days prior to arrival and all visa types now require a police clearance certificate and ink fingerprints.
- **Brazil:** The processing time at the Consulate of Brazil in Toronto is 10-15 business days and in Vancouver is 20-25 business days.
- **Saudi Arabia:** The processing time at the Consulate of Saudi Arabia is 30-45 business days.

You may find information on the new processing times, visa fees, requirements, procedures and retrieve updated application forms mentioned in this announcement by visiting [CIBT Canada](#) website for Canadian updates and [CIBT](#) website for US updates.

[Return to top](#)

### **CONTACTING CIBT**

The CIBT website and Customer Service Specialists are available to help you with your travel document needs. CIBT's National Customer Service Center hours are **Monday through Friday 7:30AM to 7:00PM CST** (with the exception of holidays).

Contact CIBT by email at [customerservice@cibt.com](mailto:customerservice@cibt.com). We aim to respond to your email within 24 hours except during holidays. West Coast clients: Routine emails received after 4:00PM Pacific time will not be responded to until the next business morning. Please type URGENT in the subject field if you require a response before the next business morning.

[Return to top](#)

### **YOUR CIBT ACCOUNT**

To ensure that you receive visa and passport instructions and pricing tailored to your particular account, please be sure to reference your company's four or five digit CIBT account number when you seek information through the [CIBT](#) website or customer service center. Referencing your account number also helps ensure accurate reporting of travel document processing data for your company or agency. Here are some tips for ensuring that your travelers reference your unique CIBT account number every time they access information through CIBT:

- Advise all employees of your 4 or 5 digit account number. (Post it by the water cooler!)
- Post a link on your company's intranet that will take employees straight to your company's portal on the [CIBT](#) website.

- Include a reminder to check visa and passport requirements along with a link to your portal of the [CIBT](#) website on all international itineraries.
- Automatically send a post-booking email reminder including a phone number and link to the [CIBT](#) website to all travelers who have made an international booking.

Knowing your CIBT account number and using it every time you submit an order to CIBT can help your company save \$\$\$!

[Return to top](#)

### **SHIPPING TO CIBT**

When you call CIBT for travel document forms and instructions, the CIBT Customer Service Specialist will offer an overnight shipping label to use when sending documents to us. As a convenience to you, the inbound shipping label can be purchased at the time of your call and can help ensure that your order arrives at the correct processing office on time!

**\*\*\*CIBT offices are not open on weekends and cannot accept weekend deliveries unless special arrangement has been made with the processing office.\*\*\***

### **VISA APPLICATIONS**

Visa applications and requirements change frequently. To avoid processing delays, please download the most current paperwork from [our website](#) when you are ready to apply for your visa. It is not advisable to store paperwork for future use.

### **TRAVEL ADVISORIES**

For current travel advisories, visit the [US Department of State](#) website or contact them at (202) 647-5225.

### **INTERNATIONAL PHONE RENTAL**

Many US cell phones do not work overseas. Please contact [Global Phoneworks](#) for reduced rate mobile phone rentals.

[Return to top](#)



This update is designed to keep our clients more informed about consulate and embassy changes. Please circulate it among your staff. If you have any comments or would like to add or delete a name to the distribution list, contact us at: [acctmgmt@cibt.com](mailto:acctmgmt@cibt.com).

Contact us at (800) 929-2428. On the web: [CIBT.com](http://CIBT.com) Copyright 2011 CIBT