

VISA & PASSPORT NEWS

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September 21, 2011

SPECIAL ANNOUNCEMENTS

CIBT Singapore

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

CIBT San Francisco Office is Moving

On September 24, 2011 CIBT San Francisco will move to their new location. [Read more](#)>

SPECIAL ANNOUNCEMENTS - FROM PREVIOUS WEEKLY UPDATES

New CIBT Director of Account Management

CIBT is pleased to announce a new addition to the Account Management team. [Read more](#)>

FEATURED ARTICLES

Establishing an Account with CIBT

TIP OF THE WEEK

US Customs and Border Protection â€™ Global Entry Program

CONSULATE AND EMBASSY UPDATES

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SPECIAL ANNOUNCEMENTS

CIBT Singapore

CIBT is pleased to announce the opening of 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 or by phone at 917-304-2407.

CIBT San Francisco Office is Moving

This weekend CIBT San Francisco office will be moving to a new location. Effective Saturday September 24, 2011 their new address will be:

CIBT
555 Montgomery, Suite 700
San Francisco, CA 94111

Please do not forget to update your databases by Friday September 23, 2011 to prevent delays in delivery of your documents.

SPECIAL ANNOUNCEMENTS - FROM PREVIOUS WEEKLY UPDATES

New CIBT Director of Account Management

After 7 years with CIBT, Blair Boone, Director of Account Management has decided to leave and pursue new opportunities. His last day will be Friday, September 9th. CIBT wishes Blair the very best as he pursues this next phase. Assuming the Account Management Director position is Craig Collins. Craig comes to CIBT with over 13 years of travel management experience. Craig will be located in our Mclean, VA offices and will report directly to Sandi Woznitski, CIBT's Senior Vice President of North American Operations. Craig's first day will be September 12th.

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 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.

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TIP OF THE WEEK

US Customs and Border Protection's 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.

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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 as embassies and consulates are subject to closure 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

- **Brazil:** Please note that, beginning on June 1, 2011, the signature in the visa application form submitted by mail or by third parties must be notarized by a notary public. After that date, applications which are not notarized will be returned unprocessed.

Houston

- **China:** The Consulate of China in Houston now require a personal appearance from all French nationals applying for visa.

Los Angeles

- **China:** The Consulate of China in Los Angeles now require a personal appearance from all French nationals applying for visa.

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.

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.
- **Bolivia:** The Embassy of Bolivia in DC has put a temporary hold on issuing visas. CIBT is in contact with the embassy daily to understand when the hold will be lifted.
- **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.
- **Saudi Arabia:** CIBT Canada is now processing Saudi Business visas. Processing time is 7-10 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.

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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. 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.

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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 \$\$\$!

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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.

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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.

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