



*visa & attestation experts*  
*.....since 2002*



## How our visa team works ?



1. Packets received at visa desk by Courier/Cargo/Hand-Delivered are opened by Visa Managers (mostly observed by any of the Company Director)
2. All Packets received are opened one by one without any delay and registered by Customer Support Executives in record book and application information uploaded online.
3. Then applications are distributed to concern Visa Managers/ Visa Executives
4. Visa Managers/ Visa Executives does initial verification of application received and looks for possibility of same day visa process
5. If Same Day processing of visa application possible then second verification done where we check completeness of application
  - If application is complete with all supporting documents then processing of visa application starts without any delay
  - If application is incomplete having missing documents then application is kept pending & list of missing documents made which later informed to client by email or phone depending upon urgency of visa
  - If application having missing document is having Tag of Urgent Visa Request then we immediately inform client & try to arrange missing document for same day submission

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6. If same day processing of visa applications not possible on initial verification then they are kept pending with Visa Managers so that they can focus on Visa Applications which can be submitted same day and also applications having Tag of Urgent Visa Request
  - **We don't guarantee for processing of application same day of receiving it from client even if its almost complete but we just looks for the possibility of submission of application same day if it doesn't effect applications which are already ready for submission at Visa office as we try to avoid last minute submisison at visa office.**
  - But our working system allow us to process most of the complete applications same day (only on working day of particular Visa Office & applications received in morning hours) hence our company record is better than other visa service provider in submission of complete application same day of receiving it from client
7. Once Ready Applications are forwarded to respective Visa office for submission then Visa Managers starts further verification of applications kept pending due to non-possibility of same day submission for any reason

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8. If application which is not submitted same day is complete then Visa Managers/ Visa Executive makes it ready for submission on next working day
9. If application is incomplete with missing documents or incorrect document then list of same is prepared and informed to respective clients
10. Once visa application is processed by respective Visa Office (Embassy/Consulate) then information of visa is uploaded online by informing respective client
11. Then we return passport to respective client as per their instruction for mode of dispatch & cut-off timing of respective courier company office

During all these process our Customer Support Team, IT Support Team and Visa Managers keeps regular monitoring and updation on every stage in record book & online. Also they provide regular updates of stage-wise process of application to respective clients .

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