



VISA REQUEST SERVICES USER GUIDE

VISA REQUEST SERVICES - USER GUIDE

United Nations Economic Commission for Africa , Addis Ababa, Ethiopia

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1. Introduction

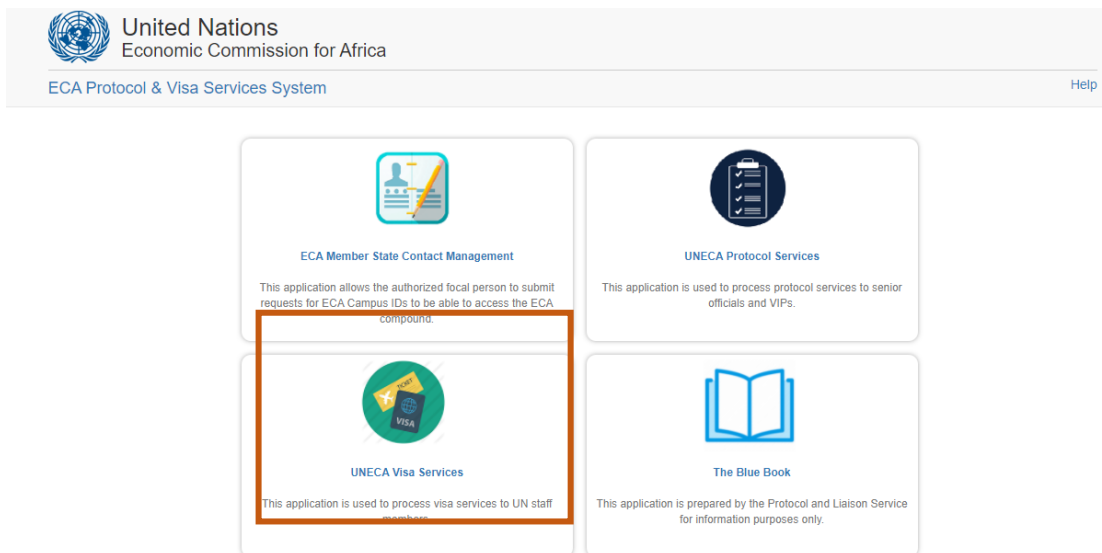
The Travel, Transport and Visa Services Unit (TTVSU) is one of the units that is under the Conference Management Services Section of the Division of Administration. The Unit provides support services to the commission’s various programmes of work, such as air travel management, administering and managing local movement of service personnel and facilitates acquisition of entry visas for official mission outside Ethiopia.

The Visa unit is responsible in the management of all the commission’s travel activities such as official travel of staff, dependents, meeting participants and all others on official travel status to ECA. It also conducts needs assessment for conferences, meetings/workshops and advises management on the requirements of each regarding travel arrangement.

Role	Description
Requestor	Is responsible for raising an official/personal visa request
Visa Officer	Is responsible for reviewing and confirming all required documents are available and then generate the supporting documents
Visa Request Manager	Is responsible for reassigning requests to other visa officers and/or also sending back requests to the pool
Visa Unit Approver	Is responsible for signing the printed out supporting documents.

2. How to Access

Step 1. To access the **Visa Services** application, open any browser and type in "**https://protocol.uneca.org**" in the address bar. The main landing page of the application will be displayed as shown in Error! Reference source not found..



If you have any questions please contact ICTSS Service Desk: eca-servicedesk@un.org
| +251 11-5443-123 (33123) | +251 91-1223-034 | Monday - Friday 8.00 AM - 4.00 PM

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Figure 1 : ECA Protocol & Visa Services System page

- Step 2.** From the available sections, click **UNECA Visa Services** as indicated in the figure 1 above.
- Step 3.** You will be redirected to the **Visa Services** login page as indicated below. Please login using your credentials.

United Nations
Economic Commission for Africa

Visa Services Help

Visa Services

This application is used to process visa services to UN staff members.

UNECA Visa Services
The Unit is vested with the responsibility of providing protocol services to senior officials and VIPs. In addition, the Visa unit is responsible in the management of all the commission's travel activities such as official travel of staff, dependents, meeting participants and all others on official travel status to ECA.

To login into **UNECA Visa Services System** please use your **Active Directory** credentials (user name and password) for authentication.

For more information contact **ICTSS Service Desk** or call **Extension 33123**.

User Name

Password

[Forgot password?](#)

Remember me?

If you have any questions please contact ICTSS Service Desk: eca-servicedesk@un.org
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Figure 2 : Login page to Visa Services

- Step 4.** You will be redirected to the Visa Services page as indicated in **Figure 3** below.

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Hello Samson TAMIRU Log off

Visa Services Help

SAMSON TAMIRU

MY REQUESTS

Inbox

Visa Request 1

Reference No	Full Name	Organization	Request Type	Travel Purpose	Status
VISA/2021/03/0006	Samson TAMIRU 35250	SD Consultant	Official Visa Algeria	Family Visit Mar 31, 2021	New Mar 25, 2021

Showing items 1 through 1 of 1. 1

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Figure 3 : Visa Services main page

- Step 5.** As indicated in figure 3 above, you can use the available menus on the left to check the status of all previous requests and any pending visa requests you have initiated so far.

3. Requestor/Staff

A requestor is a staff that has permission to initiate a visa request. He/she is responsible for creating the request and submitting it to the visa officer.

3.1 How to create a Visa Request

- Step 1.** Once you have successfully logged in the application, you will see the screen displayed in **Figure 3** above.
- Step 2.** From **Figure 3** above, please click the **Create Visa Request** menu. The **Create New Visa Request** window will be displayed as shown in **Figure 4** below.

United Nations
Economic Commission for Africa

Hello Samson TAMIRU Log off

Visa Services Help

SAMSON TAMIRU
Inbox

MY REQUESTS
New
Pending
All

Create New Visa Request Save Save and Submit

Staff Information

Full Name	Samson TAMIRU	Nationality	--Select Nationality--
Email	tamiru@un.org	Organization	SD
Contract Type	Consultant	Contract Expired Date	31 Dec 2015
Extensions	35250	Index No	872275

Visa Information

Request Type: --Select Request Type--
 --Select Request Type--
 Official Visa
 Personal Visa

If you have any questions please contact ICTSS Service Desk: eca-servicedesk@un.org
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Figure 4 : Creating a Visa Request

- Step 3.** In the top section the staff information will automatically be populated. You will only be required to choose your nationality from the drop-down.
- Step 4.** The second section is for visa information. You are required to choose your request type.
- Step 5.** Based on what you have selected you can follow the steps outlined below. Please refer to the sections on [How to create an Official Visa Request](#) or [How to create a Personal Visa Request](#)

How to create an Official Visa Request

When an official request is created, the visa unit will process the staff member travel on behalf of the commission to attend meeting, seminars and so on.

Step 1. To create an official visa request from figure 4 above select **Official Visa**.

Step 2. As indicated in **Figure 5** below required fields for official visa request will be displayed.

Create New Visa Request [Save] [Save and Submit]

Staff Information

Full Name * Tigist Fikru [User Icon] Nationality Ethiopian [Dropdown]

Email * fikru2@un.org Organization TR

Contract Type Contract Expiry Date

Extensions Index Number 10081792

Visa Information

Request Type Official Visa [Dropdown]

Passport No * UN ID No *

Travel Purpose * --Select Travel Purpose Type-- [Dropdown] Departure Date *

Visa Request For * --Select Country-- [Dropdown]

Remarks

Country Visa Requirements

Please find below the visa requirements for the selected country. After completion the forms and the necessary requirements, please bring all the forms and related supporting documents together with the Original Laissez Passer or Passports to TTVSU

Documents [Add Attachment] Please attach documents:
• Attachment documents

I confirm that I attached all the required documents.

Figure 5 : Creating a New Official Visa Request

Step 3. In figure 5 above there are four different sections

- **Staff Information:** Displays the staff information.
- **Visa Information:** This section requires you to fill in the details for the visa request.
- **Country Visa Requirements:** Each country has different requirements for visa requests, this section will display a list of requirements and forms to be filled based on your selection.
- **Documents:** Use this section to attach the required documents

Step 3.1 When you select a specific country, as indicated the country requirements will be listed. For this scenario **Angola** is selected and in the Country Visa Requirements you can see the list of required documents for the selected country.

Figure 6 : The list of required documents for a selected country

Step 3.2 From the list of criteria's, if there is a **form or pdf** file you have to download it first then fill in the required information.

Step 3.3 Once you fill in the required information on the file, please upload the form and other required documents by clicking the **Add attachment**.

Step 4. Lastly to submit the visa request to the Visa Unit, click the button **Save and Submit** found at the top right corner of the screen indicated in figure 5 above.

Step 5. You will be prompted for confirmation, click **Yes** to continue.

Step 6. When your request has been submitted, it will be sent to the visa unit and the status will display as **Awaiting Approval**

Reference No	Full Name	Organization	Request Type	Travel Purpose	Status
VISA/2021/05/0013	Tigist Fikru	TR	Official Visa Bahamas	Meeting May 04, 2021	Awaiting Approval May 03, 2021

Figure 7 : Awaiting Approval - Status of a submitted official visa request

Step 7. In the case where there are missing information's or missing documents the request will be sent back to the staff. When returned the staff will receive a notification and the status will show us **Awaiting Staff Revision**.

Reference No	Full Name	Organization	Request Type	Travel Purpose	Status
VISA/2021/05/0013	Tigist Fikru	TR	Official Visa Bahamas	Meeting May 04, 2021	Awaiting Staff Revision May 03, 2021

Figure 8 : Awaiting Staff Revision - Status of a returned official visa request

Step 8. When the visa request has been approved and the supporting document/letter is signed and ready, the staff will receive an email notification to physical go and pick up the letter.

How to create a Personal Visa Request

When a personal visa request is requested, the visa unit provide a support letter to the staff member after the staff member submitted required documents and forms.

Step 1. To create a personal visa from figure 4 above select **Personal Visa**.

Step 2. As indicated in **Figure 9** below required fields for personal visa request will be displayed.

The screenshot shows a web form titled "Create New Visa Request" with a "Save" and "Save and Submit" button. The form is divided into five main sections, each outlined with a red border:

- Staff Information:** Includes fields for Full Name (Tigist Fikru), Nationality (Ethiopian), Email (fikru2@un.org), Organization (TR), Contract Type, Contract Expiry Date, Extensions, and Index Number (10081792).
- Visa Information:** Includes a dropdown for Request Type (Personal Visa), Travel Document (dropdown), Reason (dropdown), Passport No., UN ID No., Travel Purpose (dropdown), Departure Date, and Additional Travel Date. There is also a Remarks field.
- Dependent Information:** A table with columns for Full Name, Nationality, Relation, and Passport Number, and an "Add" button.
- Stopover Information:** A table with columns for Country, Visa Type, Duration From, and To, and an "Add" button.
- Documents:** Includes an "Add Attachment" button and a list of attached documents. Below this is a checkbox labeled "I confirm that I attached all the required documents."

Figure 9 : Creating a New Personal Visa Request

Step 3. In figure 9 above there are five different sections

- **Staff Information:** Displays the staff information.
- **Visa Information:** This section requires you to fill in the details for the visa request.
- **Dependent Information:** This section requires you to add the list of your dependents.
- **Stopover Information:** This section requires you to type in details of stopover if there is any during your travel.
- **Documents:** Use this section to attach the required documents

- Step 4.** Lastly to submit the personal visa request to the Visa Unit, click the button **Save and Submit** found at the top right corner of the screen indicated in figure 9 above.
- Step 5.** You will be prompted for confirmation, click **Yes** to continue.
- Step 6.** When your request has been submitted, it will be sent to the visa unit and the status will display **Awaiting Approval**

Reference No	Full Name	Organization	Request Type	Travel Purpose	Status
VISA/2021/05/0015	Tigist Fikru	TR	Personal Visa	May 29, 2021	Awaiting Approval
VISA/2021/05/0014	Tigist Fikru	TR	Personal Visa	Vacation May 25, 2021	Awaiting Approval

Figure 10 : Awaiting Approval - Status of a submitted personal visa request

- Step 7.** In the case where there are missing information's or missing documents the request will be sent back to the staff. When returned the staff will receive a notification and the status will show us **Awaiting Staff Revision**

Reference No	Full Name	Organization	Request Type	Travel Purpose	Status
VISA/2021/05/0015	Tigist Fikru	TR	Personal Visa	May 29, 2021	Awaiting Staff Revision

Figure 11 : Awaiting Staff Revision - Status of a returned personal visa request

- Step 8.** When the visa request has been approved and the supporting document/letter is signed and ready, the staff will receive an email notification to physical go and pick up the letter.

4. Visa Unit

4.1 Visa Unit Officer

The visa unit officer is responsible for reviewing the information submitted by the staff and providing with the support letter.

Step 1. Log in to the visa request system.

Step 2. As indicated in **Figure 12** below, the list of submitted visa requests will be displayed.

The screenshot shows the 'Visa Services' interface. On the left is a navigation menu with sections: 'TIGIST FIKRU' (Inbox), 'MY REQUESTS' (New, Pending, All), 'REQUESTS' (Awaiting Approval, Pending, Assigned, Completed, All), and 'MAINTENANCE' (Visa Req., Reports). The main area displays a notification 'Visa request has been Submitted.' and an 'Inbox' search bar. Below is a table titled 'Visa Request' with 10 items. An orange arrow points to the first row.

Reference No	Full Name	Organization	Request Type	Travel Purpose	Status
VISA/2021/05/0015	Tigist Fikru	TR	Personal Visa	May 29, 2021	Awaiting Approval May 03, 2021
VISA/2021/05/0014	Tigist Fikru	TR	Personal Visa	Vacation May 25, 2021	Awaiting Approval May 03, 2021
VISA/2021/05/0013	Tigist Fikru	TR	Official Visa Bahamas	Meeting May 04, 2021	Awaiting Approval May 03, 2021
VISA/2021/04/0010	Tigist Fikru	TR	Official Visa Angola	Meeting May 10, 2021	Awaiting Assigned VO Approval Apr 29, 2021

Figure 12 : List of submitted visa requests

Step 3. To open one of the requests, please click the reference number of the request.

Step 4. You will be redirected to the **Edit Visa Request** screen. As the visa officer you will have to assign the request to yourself by clicking the **Assign to Me** button.

The screenshot shows the 'Edit Visa Request - Awaiting Approval' form for VISA/2021/05/0013. The 'Assign to Me' button is highlighted with a red box. The form contains the following sections:

- Staff Information:** Full Name (Tigist Fikru), Email (fikru2@un.org), Nationality (Ethiopian), Organization (TR), Contract Expired Date, Index No (10081792).
- Visa Information:** Request Type (Official Visa), Passport No (23496), UN ID No (123456), Travel Purpose (Meeting), Departure Date (05/04/2021), Visa Request For (Bahamas).
- Remarks:** Meeting
- Country Visa Requirements:** A scrollable area with instructions: 'Please find below the visa requirements for the selected country. After completion of the forms and the necessary requirements, please bring all the forms and related supporting documents together with the Original Laissez Passer or Passports to TTVSU'.
- Documents:** A section for attaching documents, with a checkbox 'I confirm that I attached all the required documents.' checked.

Figure 13 : Assigning a request to one of the visa officers

Step 5. When a request is assigned to you the status of the request you assigned will change from **Awaiting Approval** to **Awaiting Assigned VO Approval**

Reference No	Full Name	Organization	Request Type	Travel Purpose	Status
VISA/2021/05/0013	Tigist Fikru	TR	Official Visa Bahamas	Meeting May 04, 2021	Awaiting Assigned VO Approval May 03, 2021
VISA/2021/05/0015	Tigist Fikru	TR	Personal Visa	May 29, 2021	Awaiting Approval May 03, 2021

Figure 14 : Awaiting Assigned VO Approval - Status of an assigned request

Step 6. Open the request you just assigned to you to continue working on it.

Edit Visa Request - Awaiting Assigned VO Approval VISA/2021/05/0013

Send Back
Generate Supporting Document
Reassign Visa Officer
Send To Pool

Staff Information

Full Name	Tigist Fikru	Nationality	Ethiopian
Email	fikru2@un.org	Organization	TR
Contract Type		Contract Expired Date	
Extensions		Assigned Visa Officer	Tigist Fikru

Visa Information

Request Type	Official Visa	NV Reference No.	
Passport No *	23498	UN ID No *	123456
Travel Purpose *	Meeting	Departure Date *	05/04/2021
Visa Request For *	Bahamas		

Remarks: Meeting

Country Visa Requirements

Please find below the visa requirements for the selected country. After completion the forms and the necessary requirements, please bring all the forms and related supporting documents together with the Original Laissez Passer or Passports to TTUSU

Documents Please attach documents:

- Attachment documents

I confirm that I attached all the required documents.

Close

Created By: Tigist Fikru (May 03, 2021 10:47 AM) Last Updated By: Tigist Fikru (May 03, 2021 11:33 AM)

Figure 15 : Visa officer reviewing and working on a visa request

Step 7. In figure 15 above there are five different actions the visa officer can take

- **Send Back:** Choose this option to send back the request to the staff to make updates and required edits to the visa request.
- **Generate Supporting Document:** Choose this action to Generate the supporting document for the staff, if all information provided and all required documents are submitted by the staff.
- **Reassign Visa Officer:** Choose this action if you prefer other visa officers to continue working on the request.
- **Send to Pool:** Choose this action to send back the request to the request pool so that other visa officers can work on it.

Step 8. Once the visa officer reviews and generates the supporting document for the staff, the request status will show us **Awaiting Completing**.

Reference No	Full Name	Organization	Request Type	Travel Purpose	Status
VISA/2021/05/0016	Tigist Fikru	TR	Official Visa Barbados	Meeting May 05, 2021	Awaiting Completing May 03, 2021
VISA/2021/05/0013	Tigist Fikru	TR	Official Visa Bahamas	Meeting May 04, 2021	Awaiting Visa Officer Reassignment May 03, 2021

Figure 16 : A visa request Awaiting Completing

Step 9. To complete the visa request, open the request you just generated a support letter for.
Step 10. As indicated in **Figure 17** below, you have the option to preview the note verbal and completing the visa request.

Edit Visa Request - Awaiting Completing [Complete] [Preview Note Verbale]

VISA/2021/05/0017

Staff Information

Full Name	Tigist Fikru	Nationality	Ethiopian
Email	fikru2@un.org	Organization	TR
Contract Type		Contract Expired Date	
Extensions		Assigned Visa Officer	Tigist Fikru

Visa Information

Request Type: Official Visa (dropdown) NV Reference No. [input field]

Passport No * [123] UN ID No * [789]

Travel Purpose * Meeting (dropdown) Departure Date * 05/28/2021

Visa Request For * Benin (dropdown)

Remarks [check]

Country Visa Requirements

Please find below the visa requirements for the selected country. After completion the forms and the necessary requirements, please bring all the forms and related supporting documents together with the Original Laissez Passer or Passports to TTVSU

Empty Form.pdf	1
Picture	1
Visa Fee	50.00 USD

Documents Please attach documents:

- Attachment documents

MicrosoftTeams-Image (10).png (83.9 x KB)

Figure 17 : Previewing a note verbal/ Completing a visa request

Step 11. When the visa request is completed, the staff will receive an email notification and they can go and collect the documents.

4.2 Visa Unit Approver

The only responsibility of the visa unit approver is to sign the printed-out support letter reviewed and created by the visa officer.