



## ONLINE ORDER SERVICE GUIDELINES

To request a visa through our Online Order System please follow these steps:

1. Log on to the website using your specific account code. If you are a member of the public only, log on as "Guest".
2. Search for the Visa information you require, by nationality, country and visa type combinations.
3. The Online Order box is to the right of the visa information, enter the entry and exit dates for the country you are visiting. Click "Add Visa to Basket".
4. Complete Contact Details and Date Required for the return of the passport. Press "Continue".
5. When the Processing Detail section appears, check the details before pressing continue. At this stage you may also Add a new visa (country), or Add a new Passport (UK renewals).
6. Complete the Applicant Details and the Date Leaving UK to travel. Press "Continue".
7. Check the details are correct and either Add an extra traveller or press "Continue".
8. Choose your required Delivery method and add the relevant address details, plus any notes regarding the delivery. Press "Continue".
9. Depending upon your account payment details will be requested or you will be advised an invoice will follow.
10. Check all details carefully within the Preview screen, and agree to the Terms and Conditions. Press "Submit"
11. You have now submitted your order. A receipt screen will appear with a reference number. Print 2 copies of the receipt. Keep one for your records and enclose one with the order. An automated email version will be sent to the nominated email address.

At this stage you may also wish to save the order receipt, by clicking on the disc icon at the bottom of the screen and nominating a name and password for the order. You may retrieve the order receipt page at any time, for review only.

12. Enclose a copy of the receipt page with the passport and full requirements and send to CIBT by Royal Mail Special Delivery or courier. Use the addresses indicated.