

Welcome.

*This presentation explains how to use the
Embassy's Online and Call Center Visa
Information services.*



**Watch and learn more about
the automated
NIV Appointment System....**



The automated Online and Live Agent Call Center offer you convenient Visa Information Services:

- Information about NIV and IV visa requirements.
- Downloadable forms and information on documents you should bring to the visa interview.
- A choice of appointment dates
- Booking of your NIV appointment from home or office.
- Pricing and service options.
- Inclusion of up to four additional immediate family members on the same appointment for one low price

Application Process Flow



- **Purchase PIN:**
- **Buy a PIN at Thailand Post or purchase it with a credit card online or through the Call Center. Choose the web service PIN (12\$) to access the online system and create a User Account. Or, buy a Live Service Pin (20\$) and call up to three times to speak with a Live Agent on our special 800 number.**



- **Visa Interview: Arrive on your Appointment Date to the Embassy. Our greeters will meet you at the gate. We'll show you where to go next. Submit your application forms inside and wait to be interviewed by the Consular Officer.**



- **Visa approved? Your passport will be sent back to you in a few days by Thailand Post's rapid EMS courier delivery system.**

Contact us at:

- Website: <http://thailand.us-visaservices.com>
- Call Center: 001-800-13-202-2457 (from Thailand only.)
- A few helpful hints: PIN are not refundable, web and live agent service PINS are not interchangeable, and ownership transfer is not possible.

Call Center and Website Options:

- **Call Center:**
 - PIN: 3 calls**
 - Hours: Mon-Fri, 8.00 am.- 5.00 pm. (except Thai and U.S. holidays)**
- **Web**
 - PIN: unlimited access to User Account**
 - Hours: available 24 hours a day**
- **Both type PINs-- expire 90 days after purchase or 10 days after your scheduled appointment.**
- **Both type PINs-- allow a total of 3 scheduling/rescheduling opportunities**
- **Both type PINs-- Can be purchased from Thailand Post (activated after 1.00 pm., the next "business day") or purchased by credit card at first logon or via tollfree 800 number for Call Center.**

PIN and immediate family members

- One PIN can be purchased to schedule the main applicant and up to 4 immediate family members living in the same household, if the appointments are booked at the same time.
- Immediate family members = parents, spouses, siblings and children



Sample of a Thailand Post PIN receipt (for live service PIN)

บริษัท ทรูวิชั่นส์ไทย จำกัด
พลาซ่า 10210
Tel. 02 2821220
TAX ID. 3030567253
ฉบับรับเงิน/ฉบับกำกับภาษีอย่างย่อ

POS IDE102709101083 RCPT#3560
12/01/2006 10:35:20 USER#ADMIN
RC#400756 W1 TR#10764

บริการรับฝาก ธน. พิเศษ
543503 Pin Generator LIVE **เป็นสถานที่ของอเมริกา**
0179 179 : CITIGROUP
เลขที่ ธน. พิเศษ 1021010764
ชื่อ - นามสกุลผู้ขอใช้บริการ: Mr.Uatr Kasemsup
เลขประจำตัวประชาชน: 3310400096180
หมายเลขโทรศัพท์: 022323191
Service type: 1 : FOR LIVE SERVICE
Pin Generator no.: 012103507005001

จำนวนเงินชำระ	760.00
รับฝาก ธน. พิเศษ	760.00
ค่าบริการ	00.00
รวมทั้งสิ้น	760.00
เงินสด	760.00
เงินทอน	00.00
NON VAT	760.00
VARIABLE	00.00
VAT	00.00
VAT EXC	00.00

VAT INCLUDED
ขอบเขตการใช้งาน
PLEASE KEEP FOR CONTACT
CALL CENTER : 001-800-13-202-2457
WORKING HOURS: 08:00 AM - 05:00 PM,
BKK time, Mon-Fri except Thai holidays
PIN ACTIVATED : NEXT WORKING DAY, 1:00 PM
PIN DURATION : 90 DAYS



How to get started with the Visa Information Service online

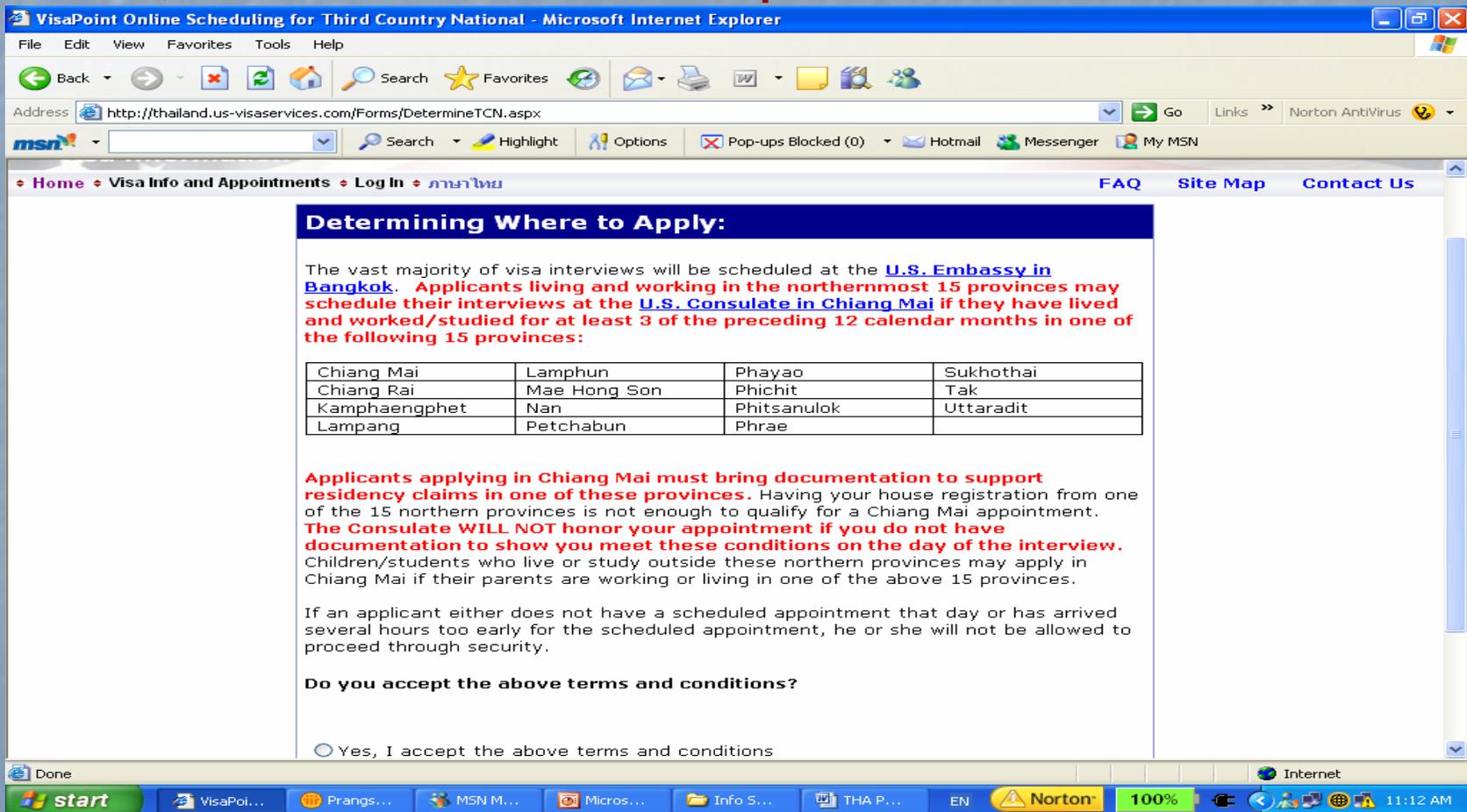
Website:



<http://thailand.us-visaservices.com>

A screenshot of the VisaPoint website as seen in Microsoft Internet Explorer. The browser window title is "VisaPoint Home Page - Microsoft Internet Explorer". The address bar shows "http://thailand.us-visaservices.com/Forms/default.aspx". The website header features the VisaPoint logo and navigation links: Home, Visa Info and Appointments, Log In, and Thai Language. A main content area on the left lists menu items: Visa Information and Appointments, Service Options, U.S. Citizens, Diplomats and International Orgs, Consulate Addresses, Holidays, Download Forms, and Group Appointment. The main content area on the right contains a welcome message and a warning about a fraudulent offer. The footer includes copyright information for TeleTech Government Solutions, LLC-CSC and a link to the Privacy Policy. The Windows taskbar at the bottom shows the Start button, several open applications, and the system tray with the time 11:06 AM.

Determine where to apply (Bangkok or Chiang Mai) → Then click "Accept terms & conditions"



VisaPoint Online Scheduling for Third Country National - Microsoft Internet Explorer

Address: <http://thailand.us-visaservices.com/Forms/DetermineTCN.aspx>

Home • Visa Info and Appointments • Log In • ภาษาไทย

FAQ Site Map Contact Us

Determining Where to Apply:

The vast majority of visa interviews will be scheduled at the [U.S. Embassy in Bangkok](#). Applicants living and working in the northernmost 15 provinces may schedule their interviews at the [U.S. Consulate in Chiang Mai](#) if they have lived and worked/studied for at least 3 of the preceding 12 calendar months in one of the following 15 provinces:

Chiang Mai	Lamphun	Phayao	Sukhothai
Chiang Rai	Mae Hong Son	Phichit	Tak
Kamphaengphet	Nan	Phitsanulok	Uttaradit
Lampang	Petchabun	Phrae	

Applicants applying in Chiang Mai must bring documentation to support residency claims in one of these provinces. Having your house registration from one of the 15 northern provinces is not enough to qualify for a Chiang Mai appointment. **The Consulate WILL NOT honor your appointment if you do not have documentation to show you meet these conditions on the day of the interview.** Children/students who live or study outside these northern provinces may apply in Chiang Mai if their parents are working or living in one of the above 15 provinces.

If an applicant either does not have a scheduled appointment that day or has arrived several hours too early for the scheduled appointment, he or she will not be allowed to proceed through security.

Do you accept the above terms and conditions?

Yes, I accept the above terms and conditions

Done Internet

start VisaPoi... Prangs... MSN M... Micros... Info S... THA P... EN Norton 100% 11:12 AM



First time user? Go to the 'Create Login Information' screen to set up your new online User Account.

Please enter the 15 digit PIN from Thailand Post where it says "I have already purchased a PIN." Or, click "submit" to purchase a PIN online now w/your credit card.

A screenshot of a web browser window showing the 'Create Login Information' form. The browser title is 'VisaPoint: Create New Applicant - Microsoft Internet Explorer'. The address bar shows 'http://thailand.us-visaservices.com/Portals/CreatorGroupUser.aspx'. The form has a blue header with the title 'Create Login Information' and a note: 'All fields marked * are required. Please enter all fields in English.' The form contains several input fields: 'Enter a user name: * (Enter 5-15 characters)', 'Enter a unique password: * (Enter 5-15 characters)', 'Confirm password: *', 'Choose a secret question: * Please select a question', 'Answer to the secret question: *', 'Please select a preferred language: * Please select a language', 'Enter your email address: *', and 'Confirm your email address: *'. At the bottom, there are three checkboxes: 'I'm a sponsor user and have a Group Code:', 'I'm a group user and have an Access Code:', and 'I have already purchased a PIN:'. A 'Submit' button is located at the bottom right of the form. The Windows taskbar at the bottom shows the start button, several open applications, and the system tray with the time 11:16 AM.

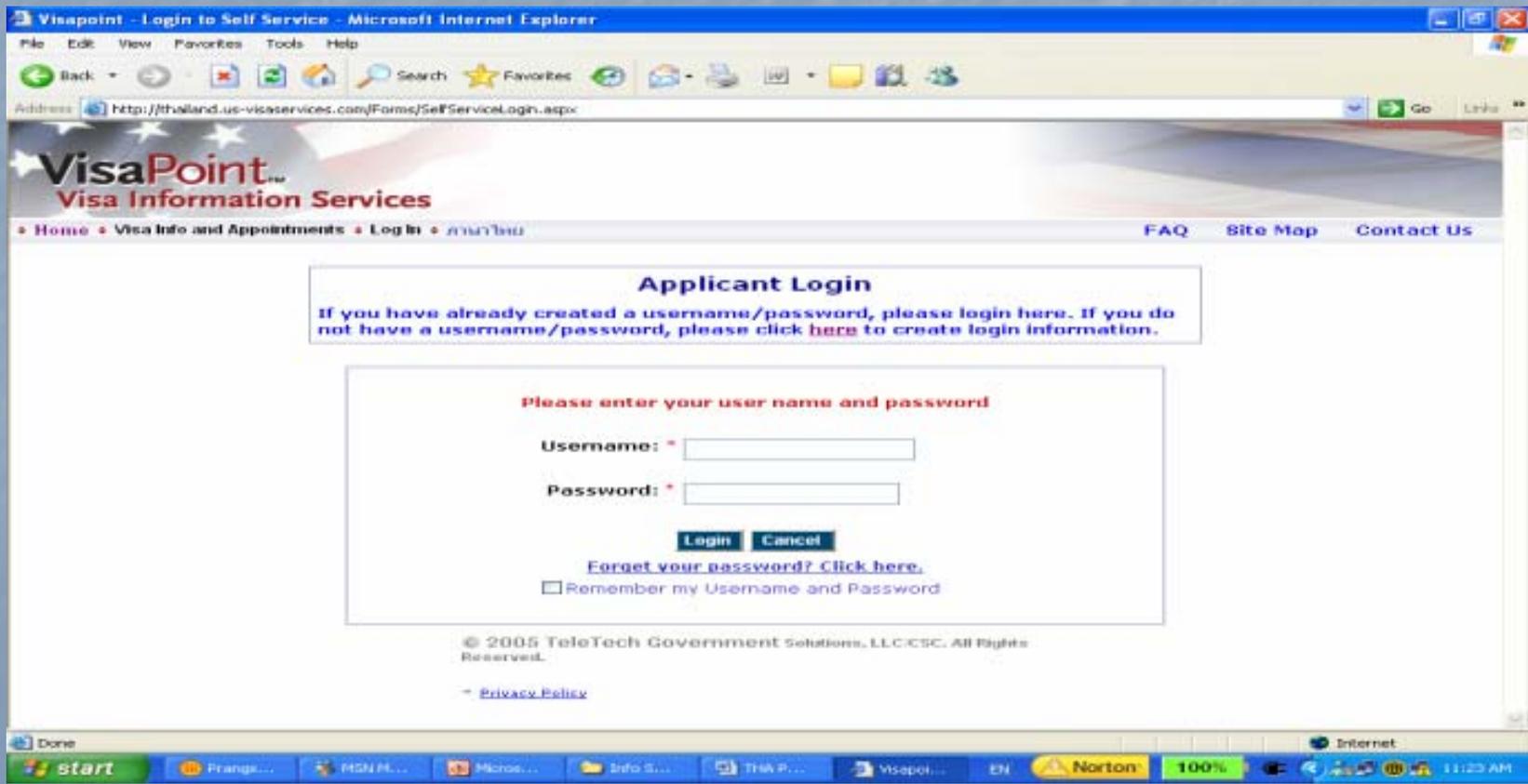
Your User Account allows you to enter Visa Point online *as often as you want*, for up to ninety days without booking an appointment (or up to ten days after your appointment date.)

Once you have a User Account, you can read detailed information about visa requirements on the website. *You also can make an appointment plus cancel or reschedule up to 2 additional times.*

If you do not yet have a User Account, you can purchase the PIN online by credit card to open your User Account. Or purchase the PIN at Thailand Post beforehand, then logon and open your User Account.



Returning customer? Go to the 'Login' tab at the Visa Point home page to access your existing User Account. Fill in your username and password for your existing User Account. (i.e. Do not use the web PIN again if you previously created a User Account during your 1st login.)



Select Visa Appointment Date/Time

Your information summary

Consulate	Visa Type	Number of Applicants	PIN
US Embassy - Bangkok	Academic College or University Student	2	WB052071523

To schedule an appointment, use the calendar to select a day. You may change months by clicking the 'Previous' or 'Next'. Once you have selected a day, select a time slot from the list to the right of the calendar.

Please remember that you may only reschedule your appointment twice; otherwise your PIN number will become invalid and you will have to purchase another one. Appointments cannot be changed within 2 days before the scheduled interview. Please be sure that the appointment time you choose will meet your travel dates. If you do not see a suitable appointment time, you should not schedule an appointment yet. You may use your PIN to review the appointment calendar at any time. However, once you have a confirmed appointment, you will not be able to see the appointment calendar anymore. If you cancel your original appointment date and time, you risk not finding an earlier appointment on the calendar.

Select a Date

[<Previous](#) [Next>](#)

October 2006							November 2006						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7				1	2	3	4
8	9	10	11	12	13	14	5	6	7	8	9	10	11
15	16	17	18	19	20	21	12	13	14	15	16	17	18
22	23	24	25	26	27	28	19	20	21	22	23	24	25
29	30	31					26	27	28	29	30		

Available Not Available Non Business Day

Any user questions or technical issues?—Send an e-mail to the Visa Point Help Desk team at:
thailand@us-visaservices.com

We hope you found this presentation helpful.

**Thank you on behalf of the Visa Point
information services team and the
Embassy's Visa Unit.**