



# **Third Person Note & Visa Processing Solution**

## **Limited Access Government Department**

**Document Version 2.1**

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## Executive Summary

Visalink.com.au is a division CIBTvisas, the world's largest visa procurement and facilitation company.

Visalink.com.au is a web based system which facilitates the travel visa issuance process for travel from Australia. The web based system is supported by visa processing hubs located around Australia and a centralized customer contact centre.

Visalink has developed a unique website and customer contact centre specific to the needs of Australian Federal Government travellers. The Visalink / Government website provides visa advisory services, Third Person Note order and authorisation processes and diplomatic and official passport issuance services.

Visalink is re-releasing its Australian Government specific website with major functionality and pricing enhancements now available to Full Access Government Departments. Key enhancements include:

- Full access to the Visalink / Australian Government customer contact centre;
- Full visa information and visa form access prior to payment;
- Discounted pricing and Free courier movements; and
- A more user friendly web interface.

### What is a Full Access Government Department?

A Full Access Government Department is a Department that has registered their intent to use the Visalink TPN and Visa service. To register intent to use the Visalink TPN and Visa service please contact Visalink on 02 8075 8655 for our Australian Federal Government customer contact centre.

### Australian Government Customer Contact Centre

Full Access Government Departments have access to the Visalink / Australian Government customer contact centre. The customer contact centre is there to answer all of your Government travel visa related queries. Please call 02 8075 8655 for our Australian Federal Government customer contact centre.

**\*This facility is not available to limited access Government Departments.**

## Full Visa Information Access

Full Access Government Departments have access to all visa information and visa forms prior to payment.

**\*This enhancement is not available to limited access Government Departments.**

## Pricing

Service	Full Access Government Departments	Limited Access Government Departments
Full Service TPN & Visa	\$61.05	\$90.91
Courier collection of documents (from a single address per department in ACT)	Free of charge	\$22.73
Courier return of documents (to a single address per department in ACT)	Free of charge	\$22.73
<i>Total for 1 X Full Service TPN &amp; Visa (inc. courier movements)</i>	\$61.05*	\$136.37*
TPN only	\$20.90	\$20.90

\* Discounts are applied for multiple travellers submitted in one transaction

\*\* Prices above are excluding GST

\*\*\* Some Visas attract a higher fee due to special lodgement requirements. All fees are displayed after making all your selections on the website before payment is requested.

# User Manual

## Accessing Visalink

Visit <https://gov.visalink.com.au/>

## The Homepage

The screenshot shows the Visalink homepage with the following elements and callouts:

- Navigation Menu:** Includes 'Visa's & TPN's', 'Passport Issuance', 'Full Access Manual', 'Limited Access Manual', 'About Us', 'FAQ', and 'Contact Us'. A callout box points to the 'TRACK YOUR VISA APPLICATION' link with the text: "Already submitted your lodgement? Track it here".
- Form Fields:** A form titled 'APPLY FOR A TRAVEL VISA AND / OR THIRD PERSON NOTE (TPN):' contains five dropdown menus:
  - 1 DEPARTMENT: Other
  - 2 RESIDENCE: Melbourne
  - 3 DESTINATION: China
  - 4 SERVICE TYPE: TPN and visa service
  - 5 PASSENGERS: 1 passengerA callout box titled 'Select' lists: "-Department – select 'Other' if your department is not listed", "-Residence state", "-Destination", "-Service type", and "-Number of travellers".
- Terms of Use:** A checkbox labeled 'I acknowledge the Visalink Terms of Use' is checked. A callout box points to it with the text: "Acknowledge the Visalink Terms of use".
- Continue Button:** A button labeled '> CONTINUE' is located at the bottom right. A callout box points to it with the text: "Click Continue".

## Step 1 of 5

**Visa selection** **Step 1 of 5**

**What to do next**

- Below is a summary of your selected visa(s). Please check them carefully.
- Select the visa that you require and then click the 'Proceed' button.
- Please be aware that there maybe multiple options. Scroll down to view.

**Destination: China**

Purpose of travel	Validity of visa	Number of entries	Maximum stay	Visa issuance delay without urgency fee (business days at the diplomatic mission)	Select
Normal Passport for short term business	Determined by the mission upon application	1	Determined by the mission upon application	approximately 7 days	<input type="radio"/>
Media - Normal passports accompanying Federal Government travellers	Determined by the mission upon application	1	Determined by the mission upon application	approximately 7 days	<input type="radio"/>
Official passports for language training	Determined by the mission upon application	Determined by the mission upon application	Determined by the mission upon application	approximately 14 days	<input type="radio"/>
Diplomatic / Official Passport for Long Term Posting	Determined by the mission upon application	Determined by the mission upon application	Determined by the mission upon application	approximately 20 days	<input type="radio"/>
Diplomatic / Official passport for short term business	Up to 3 years	Multiple	Determined by the mission upon application	approximately 7 days	<input type="radio"/>

**-Read each option carefully**

**-Select the most appropriate option**

**Click proceed**

## Step 2 of 5

### Visa selection

Step 2 of 5

#### What to do next

- If a visa is required click the 'Proceed' button to continue.
- If a visa is not required click the 'Back' button to continue with your visa selection.

#### Destination: China

Purpose of travel	Diplomatic / Official Passport for Long Term Posting
Visa required	Yes
Important information - please read	<ul style="list-style-type: none"> <li>• Visa required.</li> <li>• Please ensure to include the city/cities to be visited when completing the purpose of visit sentence at the next step.</li> <li>• All applicants entering China for LTP MUST complete a <b>authorized letter and personal resume</b> (click <b>**here**</b>). Please complete the top part section (applicant details and application authorization). A representative from your department must then complete the authorization recipient details section and sign.</li> <li>• Travellers visiting the Australian Embassy or Consulate need to supply a letter of invitation from the visiting Australian Embassy or Consulate in China.</li> <li>• If children are accompanying copies of their birth certificates are required.</li> <li>• The Chinese Embassy requires a digital copy of the photo used during the visa application process to be emailed to them. If you are submitting your visa application through Visalink, please email us a copy of the photo to <a href="mailto:info@visalink.com.au">info@visalink.com.au</a>, using your application number and name as the subject line of your email.</li> </ul>
Third Person Note required	If a visa is required a TPN will be required. As part of this application process you will apply for a TPN automatically. Further detail will be given when you proceed.
Validity of visa	Determined by the mission upon application
Number of entries	Determined by the mission upon application
Maximum stay	Determined by the mission upon application
Visa form	Click here to view visa form <a href="#">China Online Application.pdf</a>
Number of visa forms	1
Number of photos	1
Visa issuance delay without urgency fee (business days at the diplomatic mission)	approximately 20 days
Urgency fee available	No
Validity of passport	Visalink.com.au recommends that your passport be valid for at least 6 months post departure from the destination country. Visalink.com.au recommends that your passport contains at least two unused and facing visa pages.
Note	Most applicants traveling on behalf of the Australian Government require a Third Person Note in order to apply for a visa in Australia. If a visa is required and obtainable in Australia a Third Person Note will be issued automatically as you proceed through the Visalink process. Once the Australian Department of Foreign Affairs has authorised issuance the Third Person Note will be emailed to your contact email address. Further information will be given as you proceed.

This page details the specific requirements of your selected visa – PLEASE READ EACH POINT CAREFULLY

Access the visa form here

Click proceed

< Back

Proceed >

### Step 3 of 5

#### Your details

Step 3 of 5

##### What to do next

- Enter your details below, then click the 'Proceed' button.

#### Passenger details: 1 of 1

Title or rank *	Mr	▼
First name *	John	
Middle name (Mandatory for those with a middle name)		
Surname *	Smith	
Phone number *	03 9873 1500	
Date of birth *	01/01/1980	(dd/mm/yyyy)
Passport type *	Diplomatic	▼
Passport number *	TEST1234	
Occupation *	an Officer ▼	
Government Department / Agency	Other	
Full Government Department name *		
Departure date from Australia *	31/05/2021	(dd/mm/yyyy)
How many entries into China will be made?	<input checked="" type="radio"/> Single <input type="radio"/> Double <input type="radio"/> Multiple	
Entry date to China *	02/06/2021	(dd/mm/yyyy)
Departure date from China *	03/06/2021	(dd/mm/yyyy)
Purpose of travel *	Please complete the following sentence The applicant will be travelling to China for the purpose of...	
Important - Please note;	<ul style="list-style-type: none"><li>• The text entered will appear on your third person note</li><li>• Do not use acronyms</li><li>• Limit to 500 characters</li><li>• Verify grammar, spelling and relevance</li><li>• Use the example below as a guide</li></ul>	
<i>Example</i>	Spell check	

Enter the Travellers:  
-Personal Details  
-Employment details  
-Travel details

Enter Full Government Department Name

If applicable, complete the purpose of travel sentence

Click here to access sample purpose of travel wording

**\*\*Please ensure that you provide the destinations to be visited in China, full address details of visiting host in China and ensure that you give more detail than Australian Government business\*\***

< Back

Proceed >

Click proceed



## Step 4 of 5

### Your details

Step 4 of 5

#### What to do next

- Complete the details below and click the 'Pay & Proceed' button.
- You will then receive your visa application form(s) and further instruction.
- To proceed you will need a working printer connected to your computer.

#### Contact Details In Australia

Please provide the contact details of the person that is responsible for this or these visa / TPN applications:

Contact first name \*

John

Contact last name \*

Smith

Contact Phone \*

(area code followed by number)

03

96731500

If mobile number area code is 04

Contact email \*

john.smith@government.gov.au

- The email address must end in .gov.au
- Once authorised by DFAT the TPN will be sent to this email address
- Once payment has been accepted a tax invoice will be sent to this email address

Enter contact details for this order

Preview / Edit TPN

Destination: China

Preview TPN

Please select passenger to edit...



Edit any TPN request included in this order

Preview and edit the TPN request

**Collection Details**

For VISALINK to process your visa we will need your documentation in our office:

How do you want to get your documents to Visalink?  
 You will get the documents to Visalink  
 Visalink will arrange collection from you

**Return Details**

How do you want your documents returned to you?  
 Express Courier to another address

**Fees Payable**

Total visa fees (no GST)	\$0.00
Total urgency fee (no GST)	\$0.00
Total processing fee (GST exclusive)	\$67.00
Collection fee (GST exclusive)	\$0.00
Return fee (GST exclusive)	\$0.00
GST	\$6.70
<b>Total amount</b>	<b>\$73.70</b>

**Credit card payment**

Credit Card Number \*

Expiry date (MMYY) \*

Card Security Number \*

Card description \*

**Enter the logistics requirement for this order**

**Review the fees**

**Enter credit card**

**Click Pay & Proceed**

## Continuation Options

**YOUR OPTIONS**
**Step 5 of 5**

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Choose one of the following options

- To continue with the visa application *now* [click here](#) Click here to continue now

OR

- To email yourself and / or the traveller for completion of the visa application *later* [click here](#) Click here to email a link to continue the application later

Please note: You are in a secure session  
**PLEASE DO NOT CLICK YOUR BROWSER BACK OR FORWARD BUTTON**

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## Step 5 of 5

**YOUR OPTIONS**
**Step 5 of 5**

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You have chosen to continue with the visa application now. Please read the following information and instruction carefully. Alternatively, if you would like to send this page by email and complete later, [click here](#).

**TRAVELLER DETAILS AND SELECTED VISA DETAILS**

Name of traveller/s:	John SMITH
Destination country:	China
Next departure date from Australia:	31/05/21
Intended date of entry:	02/06/21
Validity of visa requested:	Determined by the mission upon application
Maximum stay:	Determined by the mission upon application
No of entries:	Determined by the mission upon application
Expected embassy/consulate delay without urgent fee:	approximately 20 days (please allow time for transit)
Document collection method:	Visalink will collect from Department of Human Services, Louisa Lawson Building, 25 Cowlishaw Street, Greenway, ACT
Document return method:	Visalink will return to Department of Human Services, Louisa Lawson Building, 25 Cowlishaw Street, Greenway, ACT

**CONTACT US**

If you have any queries, please contact Visalink on 1300 979 012 or email us [info@Visalink.com.au](mailto:info@Visalink.com.au)

### VISA APPLICATION VERIFICATION SYSTEM

It is important that you understand each of the points below. You must acknowledge each point by clicking in the check box.

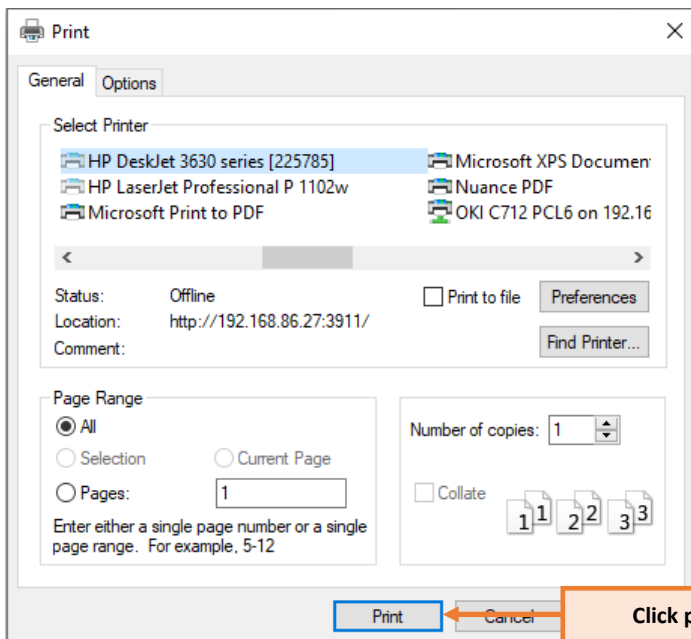
- All passengers travelling on behalf of the Australian Government require a Third Person Note in order to apply for a visa. During this application process you have applied for a Third Person Note automatically. Once authorised by DFAT the TPN will be forwarded to your contact email address. Please print the TPN and submit to Visalink with all other requirements mentioned below.
- Please ensure your application is presented on plain white A4 paper. Consulates and embassies will not accept thermal or fax paper.
- Please provide 1 visa application form(s) duly signed with the travellers original signature. The visa application form(s) will be available to download when you click the CONTINUE TO VISA FORM button at the bottom of this screen. If you are running the latest version of adobe you will be able to complete the form on your screen. Do not forget to print and sign it in a dark coloured pen.
- Please provide the original passport of the traveller(s). Please do not send passport covers.
- Please provide 1 passport photograph(s) per applicant. This must be presented on normal passport photographic paper. Digital images on normal paper will not be accepted.
- Please provide proof of your travel arrangements. A computer generated flight itinerary will be accepted.
- Important information:
  - Visa required.
  - Please ensure to include the city/cities to be visited when completing the purpose of visit sentence at the next step.
  - All applicants entering China for LTP MUST complete a authorised letter and personal resume (click **\*\*here\*\***). Please complete the top part section (applicant details and application authorization). A representative from your department must then complete the authorization recipient details section and sign.
  - Travellers visiting the Australian Embassy or Consulate need to supply a letter of invitation from the visiting Australian Embassy or Consulate in China.
  - If children are accompanying copies of their birth certificates are required.
  - The Chinese Embassy requires a digital copy of the photo used during the visa application process to be emailed to them. If you are submitting your visa application through Visalink, please email us a copy of the photo to [info@visalink.com.au](mailto:info@visalink.com.au), using your application number and name as the subject line of your email.
- When you click the print and verify button at the bottom of this screen this page will automatically print. You will then be directed to an onscreen fillable visa application form for your selected country.

Check each box to acknowledge that you have read and understand each point

Click this button to print the page and continue to the visa application form

Continue to Visa Form

Click Continue to Visa Form



## Completed TPN and Visa Order

### Complete Visa

Step 5 of 5

#### What to do next

1. View the visa form(s) and complete on screen (if you experience difficulties completing the form(s) on screen, simply print and complete in a dark coloured pen)
2. Print the visa form (don't forget to sign in a dark coloured pen)
3. Follow the instructions on the barcode receipt that will have printed during the previous step.
4. Record the barcode number(s). You can track the progress of your application(s) from our home page.

If you have any queries regarding this or other application(s) please call 1300 979 012.

#### Visa Application Form

Click on the 'Visa Application Form' button below to view the visa form (One set of forms per applicant will display). Complete the form on screen and print (If the visa form is not an onscreen fillable form, press print and complete in a dark coloured pen).

Visa Application Form

Access the visa form here



To view and fill in visa forms you will need to install Adobe Acrobat Reader. Click here to download the latest version free of charge.

Order More Visas

Finished

Click Finished

Thank you for using Visalink.com.au

#### Message from webpage



Click OK to if you have completed and printed the visa application form(s)

OR

Click Cancel to return and complete/print the visa application form(s)

OK

Cancel

Click OK

Once authorised by DFAT the TPN will be delivered by email.

The TPN and visa order process is complete – please compile all documentation as per Visalink Advice and prepare for collection by or delivery to Visalink.