

## QUESTIONS AND ANSWERS

The US Embassy in Tel Aviv is transitioning to a new appointment service for applicants applying for a visa to come to the United States. As of December 12, 2011, all services including calling for information and scheduling an appointment will be provided for no additional cost, with no requirement that applicants pay phone charges or PIN numbers to access such services.

**What is the new process for applying for a nonimmigrant visa to the United States?**

You can schedule an appointment online at the following scheduling website at <http://TelAviv.usvisa-info.com> or through a call center (see information on the call center below). Whether you schedule an appointment through the web site or through the call center at 03-7621694 (between 8am and 6pm, Sunday through Thursday), the DS-160 must be filled out and the MRV receipt number paid prior to scheduling an appointment.

1. First complete the visa application (the "DS-160") online at <https://ceac.state.gov/genniv>.
2. Enter the DS-160 confirmation number into the scheduling system.
3. You are then required to pay the MRV fee. The fee can be paid online or by telephone using a credit card or at any branch of the Israeli post office.
4. If you paid the fee online, you can make the appointment at that point.
5. If you choose to pay the MRV fee at the postal office bank, you may download a deposit slip online at <http://TelAviv.usvisa-info.com> prior to making the appointment. You need to take the deposit slip to any branch of the Israeli post office for payment. You should wait until the next business day to schedule an appointment.
6. You may proceed with scheduling the appointment by entering the MRV receipt number in the scheduling system.

**When will the new process take effect?**

Appointments will be open on the current system through December, 9, 2011. When the new system launches on December 12<sup>th</sup>, the first available appointment under the new system will be December 14, 2011.

**What is the call center?**

The call centers provide visa-related services, including making visa appointments, answering visa-related questions, and assisting applicants in choosing a UPS location where the passport and visa can be picked up.

Starting December 12, you will be able to use one of the local telephone numbers to schedule an appointment through a call center. There is also a local US number that can be used by applicants who are scheduling appointments from outside of Israel.

Local telephone number: 03-7621694

U.S. number: 703 439 2342

Skype number= 753812

Name: USvisatelaviv

**How will the passports be delivered:**

The Embassy will deliver the passports through UPS. During the scheduling process, you will have an opportunity to select between the two following options:

- Pick up your passport at a UPS location. In this case, you should choose a convenient UPS location to pick up your passport: (Ben Gurion Airport, Haifa, and Be'er Sheva). There is more information regarding exact pickup locations and addresses on the website at <http://telaviv.usvisa-info.com>

- Have the passport delivered to your residence. In this case, you should provide an address to which the passports should be delivered. It will take about five working days to receive the passport.

A confirmation E-mail will be sent when the passport is ready for pick-up

*Please note that UPS will not collect any passports but will only perform deliveries.* Applicants who need to send their passport to the Embassy will have to take the documents to the nearest UPS shop.

**How can I track the status of my passport:**

You may track the status of your passport in one of the following ways:

- Through the self-service web site (24X7)
- Through the interactive voice response (IVR) system (24X7)
- By speaking with a live service agent

**The Payment fee (MRV application)**

The MRV – Machine Readable Visa Fee - will remain unchanged. It will now cover all costs associated with applying for a visa. This includes the cost for setting up the appointment and the courier delivery fee. You will no longer be required to pay an additional appointment when scheduling the appointment or for courier delivery.

Under the old process, visa applicants paid, in addition to the MRV application fee (USD 140 for tourists, USD 150 for petition based cases, USD 390 for treaty traders and treaty investors) paid an additional fee for visa information and scheduling of the appointment. They also paid a fee to have the passport delivered to the applicant's home.

Note: *An applicant who purchases an MRV payment, but tries to make an appointment after the transition, will need to request an appointment via the call center only. MRV fee receipts paid under the old system will be valid for one year.*

MRV fees are not refundable and will no longer be transferrable.

If you pay mistakenly an incorrect payment, the fee can be refunded within 24 hours. Otherwise, you will have to pay the difference at post's cashier.

**If you are required to submit additional information:**

If you are required to submit additional information, you should schedule an appointment through the system. No payment will be required to do so.

**What happens if I have scheduled an interview through the old system?** An interview already scheduled will not be affected by this transition, and you should attend your scheduled interview at the Consulate. If your visa is approved after December 12, you will benefit from the free courier services.