SOP – Using the Visa Support Letter and Registration letter templates in INDICO

Business rules to follow with regards to the generation of letters to facilitate the attendance of participants to meetings held in Switzerland.

There are two types of letters so that the Swiss Embassy/Consulate general can assess the visa application based on accurate and clear information:

1. visa support letters [Template: Visa Support Letter] for participants invited by WHO, ICC and UNAIDS; and
2. confirmation letter of registration [Template: Registration Letter].

Explanation on the difference between the two templates and how they should be used is described in the table below:

HR Table n°1

<table>
<thead>
<tr>
<th>Type of letter</th>
<th>When to use this type of letter</th>
<th>Who can receive this type of letter</th>
</tr>
</thead>
</table>
| Visa support letter            | For individuals invited and requested by WHO/UNAIDS/ICC to attend meetings in Switzerland, whether WHO/UNAIDS/ICC funds their travel/per diem or not, and for whom WHO/UNAIDS/ICC applies the Host Agreement for entry into Switzerland as their presence is essential to the meeting. | - Meeting participants fully/partially funded by the Organization  
- Members of Expert Committees, Study Groups and Scientific Groups  
- Temporary advisers |
| Confirmation letter of registration | For individuals who may participate, however, WHO/UNAIDS/ICC did not specifically request the individual to attend meetings in Switzerland, their presence is not essential. Request for Swiss Mission’s assistance for entry into Switzerland is not applicable. | Individuals who register to attend a meeting whose attendance is not essential; e.g. participants to open WHO/UNAIDS/ICC meetings. |

In this respect, there is no change; the responsibility to make sure that the correct template is used and provided to the meeting participant remains with the responsible officer organizing the meeting.

1 Information Note _??/2019 refers
Kindly, note the following:

a. The templates uploaded in INDICO have been cleared and approved by the Swiss Mission in Geneva and they have informed their embassies and consulates of the new format of visa support letters and registration letters. Accordingly, the old templates for meeting participants will no longer be available on the intranet and the HR Liaison Services team will not be signing them anymore.

b. Should a WHO Office wish to use these templates to present them to embassies/consulates other than the Swiss Embassy/Consulate General, they need to verify with the respective authority if these templates are acceptable.

c. Only visa support letters for consultants, interns and volunteers to support their application for a visa for the duration of their assignment will continue to be manually issued by the unit concerned and signed by the HR Liaison Services team.

d. Visa support letters and registration letters in INDICO will only be available in English.
A. To setup the meeting tools to enable the issuance of letters

1. **Add Section “VISA” in the Registration Form**

The Visa Support Letter can be sent only when a meeting is created and the participant is registered. To be able to select from your list the participants that need the Visa Support letter, ensure that you include a section where you ask the participants whether they need a visa or not. This is done as follows:

a) Click on “Add New”, then “Section”

![Registration form with section](image)

Write as “New section title” VISA and as “Description” this sentence:

**Please ensure that the information provided in this registration form (Personal Data) corresponds exactly to that indicated on your passport. This information will be used to generate the visa support letter.**

b) Click on “Add”.

![New section](image)
c) Click on the cross at the right corner to add new field.

d) Select the option Yes/No.
e) Write in caption “Do you need a Visa?” and Select “Mandatory” so that everyone has to answer the question. In Default value select “no”.

Finally click on “Add”.
This is how the New Section will look like:

<table>
<thead>
<tr>
<th>Visa</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please ensure that the information provided in this registration form (Personal Data) corresponds exactly to that indicated on your passport. This information will be used to generate the visa support letter.</td>
</tr>
</tbody>
</table>

| Do you need a Visa? * | no |

By default the answer will be no so only those who will need the Visa will have to change the answer.

2. **Sort participants by the appropriate category (HR Table 1 of this SOP)**

   a) Select Visa in **Show/Hide Columns**

   To be able to select the participants who answered Yes for the Visa, you need to make this information available on your page of Registrants by selecting VISA in **Show/Hide Columns**.
b) Click on “Do you need a visa?” to make the VISA column visible on your page of Registrants.

c) Filter the participants needing the Visa

After approving your participants, filter participants who has confirmed their need to have a visa: click on “Filter” and in “Visa” column type Yes. This will show you all the participants who said yes to your question regarding the visa.
B. Sending the Visa Support Letter / Registration Letter

2.1 Visa Support Letter for Participants invited by WHO, ICC or UNAIDS

   a) Go to Registrants list, click on “Filters”.
   b) Write “YES” in “Do you need a visa?”
   c) Click on “Select filtered”.
   d) Click on “Email”.
e) In the “Email template” field select “who_visa_support_letter_en”.
The following text will appear:
Dear {registrant_title} {registrant_first_name} {registrant_last_name},

Passport Details:

No.{registrant_passport_number} - Issuing country: {registrant_passport_nationality} - Expiry: {registrant_passport_expiration}

This letter is to confirm that your registration has been approved in line with the invitation letter you received to attend the {event_title}. The meeting will take place at {event_venue_name}, {event_address} from {event_start_datetime} to {event_end_datetime}. 
2.2 Registration Letter for Participants registered only

a) Go to Registrants, click on “Filters”.
b) Write “YES” in “Do you need a visa?”
c) Click on “Select filtered”.
d) Click on “Email”.

f) Click on “Send”.

Attachment PDF: who_vsl_att_en

Template attached as PDF
g) In the “Email template” field select “who_registration_letter_en”.

From: Nikola Robert Crisogianni <crisogianni@who.int>

Subject: Registration approval for the [event_title]

Beware, addresses in this field will receive one mail per registrant

Email Template: who_registration_letter_en
Dear {registrant_title} {registrant_first_name} {registrant_last_name},

Passport Details:

No.{registrant_passport_number} · Issuing country: {registrant_passport_nationality} · Expiry: {registrant_passport_expiration}

This letter is to confirm that your registration has been approved to attend the {event_title}. The meeting will take place at {event_venuen_name}, {event_address} from {event_start_datetime} to {event_end_datetime}.

This is not an invitation but a confirmation of registration generated automatically. You are reminded to bring your passport for verification.
h) Click on “Send”.

Before sending, you can preview the message by click on Preview email.

Copies of sent emails are available in the Logs.

a. Click on the participant, for example “Robert-Crisogianni”
b. Click on “Go to log”