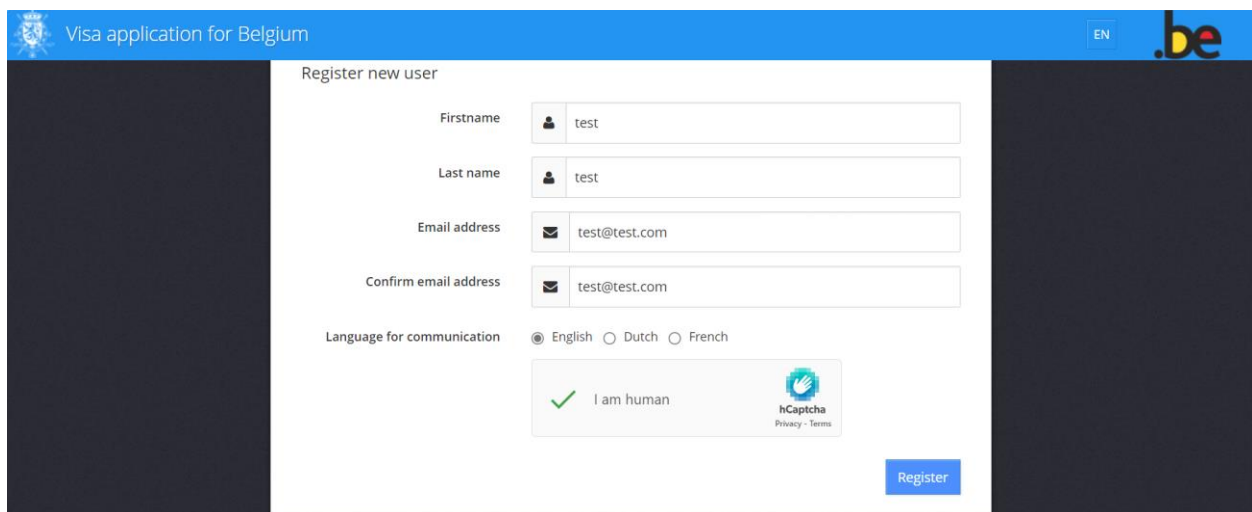


Belgium VOW handshake

(Customer Journey)

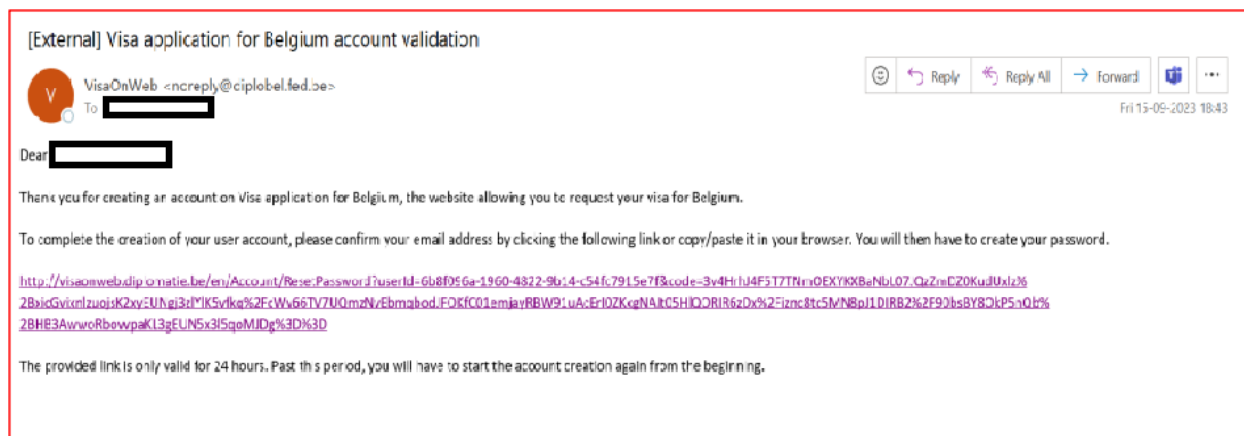
Step 1: Creating account for new customer / reset password / activate account.

a) Please click on the following link <https://visaonweb.diplomatie.be/> to create the account.



The screenshot shows the 'Register new user' form on the Visa application for Belgium website. The form includes fields for Firstname (test), Last name (test), Email address (test@test.com), and Confirm email address (test@test.com). The language for communication is set to English. A hCaptcha 'I am human' checkbox is checked. A blue 'Register' button is located at the bottom right of the form.

b) It's important to provide valid email address for the account activation link to be sent. The link has a validity of 24 hrs.



- c) **Create a password that meets the required criteria and confirm it. After completing this step, your **account** will be activated.**

The screenshot shows a web browser window with the URL <https://visaonweb.diplomatie.be/en/Account/ResetPassword?userId=6b8f096a-1960-4822-9b14-c54fc7915e...>. The page title is "Visa application for Belgium". The main content area is titled "Set new password" and contains the following fields and elements:

- Username:** A text input field with a black box obscuring the text.
- Password:** A text input field with masked characters (dots).
- Confirm password:** A text input field with masked characters (dots).
- Security:** A checkbox labeled "I'm not a robot" next to a CAPTCHA logo.
- Action:** A blue button labeled "Set password".

At the bottom of the page, there is a footer with the text: "Disclaimer | Privacy statement | GDPR © 2014 Federal Public Service Foreign Affairs".

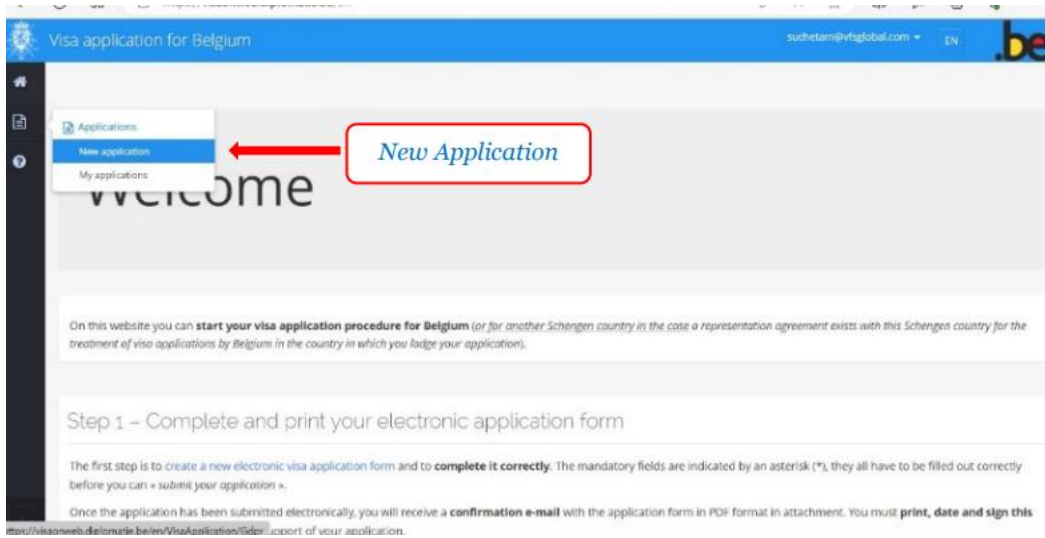
Step 2: **Creating New Application**

- a) **To access your account, please enter your registered email address and password and click on the "Log in" button.**

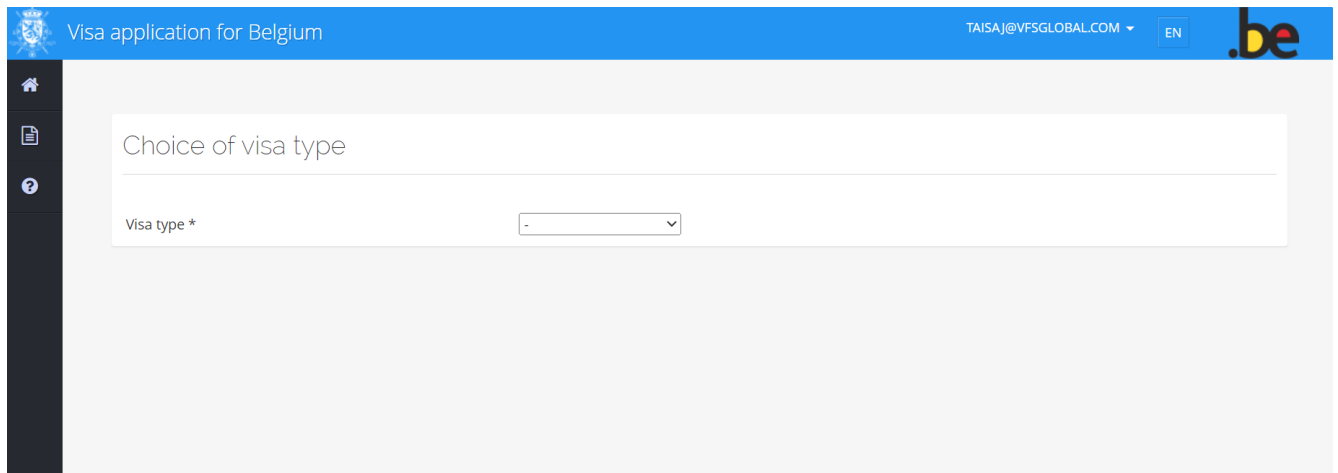
The screenshot shows a login form with the following elements:

- Header:** A large blue button with the text "Log me in".
- Email Field:** A text input field with a user icon on the left and the text "test@test.com". Below the field is a blue link: [Not registered yet](#).
- Password Field:** A text input field with a lock icon on the left and masked characters (dots). Below the field is a blue link: [Lost your password?](#)
- Action:** A blue button labeled "Log me in".

b) Now select **"New Application"** on the dashboard page as prompted by the system.



c) Select **"Visa Type"** and accept GDPR terms and conditions to proceed with form filling.



d) Please complete the “Visa Application Form”.

Visa application for Belgium TAISAJ@VFSGLOBAL.COM EN .be

Basic information

Applicant information

- > Personal data
- > Minor information
- > Travel document
- > Home address
- > Residence permit
- > Current occupation

Travel information

- > Travel data
- > Entry permit

Previous visa

- > Previous fingerprints

References

- > Host or accommodation
- > Inviting organisation
- > EU family member

Visa application

Basic information

Visa Application Number

Internet number

Status

* Language for notification of the decision

* Location for lodging your application

Family member of EU, EEA or CH citizens (spouse, child or dependent ascendant) while exercising his/her right to free movement (only)

Submit application Save

Visa application for Belgium TAISAJ@VFSGLOBAL.COM EN .be

Basic information

Applicant information

- > Personal data
- > Minor information
- > Travel document
- > Home address
- > Residence permit
- > Current occupation

Travel information

- > Travel data
- > Entry permit

Previous visa

- > Previous fingerprints

References

- > Host or accommodation
- > Inviting organisation
- > EU family member

Applicant information

Personal data

* 1. Surname

2. Surname at birth

3. First name

* 4. Date of birth

Extended minor

* 5. Place of birth

* 6. Country of birth

* 7. Current nationality

Submit application Save

Visa application for Belgium TAISAJ@VFSGLOBAL.COM EN

- Basic information
- Applicant information
 - > Personal data
 - > Minor information
 - > Travel document
 - > Home address
 - > Residence permit
 - > Current occupation
- Travel information
 - > Travel data
 - > Entry permit
- Previous visa
 - > Previous fingerprints
- References
 - > Host or accomodation
 - > Inviting organisation
 - > EU family member

Travel document ?

* 12. Document type ?

* 13. Document number ?

* 14. Date of issue ?

* 15. Valid until ?

* 16. Issued by ?

* 16. Issuing country ?

Home address

* 19. Street

Visa application for Belgium TAISAJ@VFSGLOBAL.COM EN

- Basic information
- Applicant information
 - > Personal data
 - > Minor information
 - > Travel document
 - > Home address
 - > Residence permit
 - > Current occupation
- Travel information
 - > Travel data
 - > Entry permit
- Previous visa
 - > Previous fingerprints
- References
 - > Host or accomodation
 - > Inviting organisation
 - > EU family member

Home address

* 19. Street

19. Postal code * 19. City

* 19. Country

19. Telephone number ?

19. Mobile number ?

* 19. e-mail ?

* Confirm email address

Dear customers, please carefully select the appropriate visa type and purpose of travel when submitting your application. Failure to do so may result in your documents not being accepted.

Visa application for Belgium

TAISAJ@VFSGLOBAL.COM EN .be

Basic information

Applicant information

- Personal data
- Minor information
- Travel document
- Home address
- Residence permit
- Current occupation

Travel information

- Travel data
- Entry permit

Previous visa

- Previous fingerprints

References

- Host or accommodation
- Inviting organisation
- EU family member

Current occupation

* 21. Current occupation Choose

Travel information

Travel data

* Visa type Choose

* 23. Main purpose(s) of the journey Choose category(Optional) Choose purpose of travel

24. Additional information on the purpose of travel

* 25. Member State(s) of destination Choose

Submit application Save

Visa application for Belgium

TAISAJ@VFSGLOBAL.COM EN .be

Basic information

Applicant information

- Personal data
- Minor information
- Travel document
- Home address
- Residence permit
- Current occupation

Travel information

- Travel data
- Entry permit

Previous visa

- Previous fingerprints

References

- Host or accommodation
- Inviting organisation
- EU family member

24. Additional information on the purpose of travel

* 25. Member State(s) of destination Choose

* 26. Member State of first entry Choose

* 27. Number of entries requested

One

Two

Multiple

* 25. Duration of the intended stay or transit (number of days) Enter

* 27. (First) intended date of arrival in the Schengen area dd/mm/yyyy

* 27. (Last) intended date of departure from the Schengen area dd/mm/yyyy

* Means of transport Choose

Submit application Save

Visa application for Belgium TAISAJ@VFSGLOBAL.COM EN .be

- Basic information
- Applicant information
 - Personal data
 - Minor information
 - Travel document
 - Home address
 - Residence permit
 - Current occupation
- Travel information
 - Travel data
 - Entry permit
- Previous visa
 - Previous fingerprints
- References
 - Host or accommodation
 - Inviting organisation
 - EU family member

Previous visa Previous fingerprints

References

Host or accommodation ?

* 30. Type [] x v

Inviting organisation ?

31. Type [] x v

Financing of stay ?

Stay financed by -

Submit application Save

Visa application for Belgium TAISAJ@VFSGLOBAL.COM EN .be

- Basic information
- Applicant information
 - Personal data
 - Minor information
 - Travel document
 - Home address
 - Residence permit
 - Current occupation
- Travel information
 - Travel data
 - Entry permit
- Previous visa
 - Previous fingerprints
- References
 - Host or accommodation
 - Inviting organisation
 - EU family member

* 30. Type [] x v

Inviting organisation ?

31. Type [] x v

Financing of stay ?

Stay financed by -

Group

Are you traveling in a group? [] x v

Submit application Save

e) Please review all details and click on "Submit Application" to proceed.

Step 3: VFS site

- a) After submitting the application you will be redirected to VFS site, please note that you do not need to create a separate account on the VFS site. The visa application center/ appointment category details will be automatically imported from the VOW platform, and as a result, these fields will be disabled and cannot be modified by you. The system will display the earliest available appointment based on the information provided.

The screenshot shows the 'Appointment Details' page on the VFS Global website. The page header includes the VFS logo and 'VFS.GLOBAL' on the left, and 'My Account' on the right. A progress bar at the top indicates the current step: 1 Appointment Details, 2 Your Details, 3 Book Appointment, 4 Services, 5 Review. The main content area is titled 'Appointment Details' and contains the following information:

- A message: 'Please provide information about the type of visa you wish to apply for. Be aware that the appointment category Applicant 1 chooses will be applied to each of the applicants added to your appointment booking.'
- A dropdown menu for 'Choose your Application Centre*' with 'Belgium Visa Application Centre - Antalya' selected and '7 Centre(s)' indicated.
- A dropdown menu for 'Choose your sub-category*' with 'Family Travel' selected.
- A highlighted box showing 'Family Travel-3C'.
- A highlighted box showing 'Earliest available slot for 1 Applicants is : 09-07-2024'.
- A large orange 'Continue' button at the bottom.

The screenshot shows the 'Your Details' page on the VFS Global website. The page header includes a progress bar with steps: 1 Appointment Details, 2 Your Details, 3 Book Appointment, 4 Services, 5 Review. The 'Your Details' section is titled 'You must book appointments individually' and 'Your Details'. It contains the following information:

- A section for 'Applicant 1' with a large empty rectangular box for input.
- A light blue informational box with a checkmark icon: 'A service fee of TRY 836.00 is applicable to attend a VFS Centre which is different from the Visa Fee. Check the VFS Global or embassy websites for further information.'
- Two buttons at the bottom: 'Go Back' and 'Continue'.



The total amount 'TRY 836.00' is displayed in the top right corner of the page.

b) Once you click on "**Continue**", you will be redirected to access the VFS appointment booking calendar. This calendar will display all available slots for you to choose from. Once you have selected a suitable slot, please proceed to the next screen.

The screenshot shows the 'Book an Appointment' page on the VFS Global website. The page includes a navigation bar with the VFS logo, 'VFS.GLOBAL', and a 'My Account' dropdown menu. Below the navigation bar, there are five steps: 'Appointment Details', 'Your Details', 'Book Appointment', 'Services', and 'Review'. The main heading is 'Book an Appointment', followed by a sub-heading 'Pick an Appointment Type' with a dropdown menu set to 'Choose a slot'. Below that is 'Pick an appointment date' with a calendar for July 2024. The calendar shows dates from 1 to 31, with some dates highlighted in green to indicate availability. A legend below the calendar shows a green square for 'Available' and a grey square for 'Unavailable'.

This screenshot shows the appointment booking interface for December 2022. A red box labeled 'Date range' has an arrow pointing to the calendar, which shows dates from 1 to 31. A second red box labeled 'Time slots' has an arrow pointing to a list of available times: 09:00, 09:05, 09:10, 09:15, and 09:20. Each time slot has a 'Select' button. Below the time slots is a 'Load More' button and a 'Go Back' button at the bottom.

- c) To add services to your order, please click on the “Value Added Services” page. From there, you can choose the services you'd like to include in your shopping cart. If you prefer not to add any services, simply proceed to the next step.

 VFS.GLOBAL My Account 

BETRI03684404207

✔ Appointment Details ✔ Your Details ✔ Book Appointment 4 Services 5 Review Total amount
TRY 836.00

Services


We offer a range of optional services to make your application faster, more convenient and more relaxed. Click a service to find out more about it.

All available Additional services

Sort by Popular Price low to high Price high to low

Services	Unit Cost (TRY)	
Premium Lounge For a more personalised service at the Visa Application Centre, you c...	TRY 1,915.00	Add
Form Filling The form filling service is voluntary and is not related to the general help ai...	TRY 268.00	Add
Photobooth Service There are a number of requirements your photos need to meet to l...	TRY 200.00	Add
SMS	TRY 23.00	Add

d) Please review the information you have entered before submitting the application form and accept [the terms and conditions](#).

 VFS.GLOBAL My Account ▾
BETR103684404207

Appointment Details ✔ Your Details ✔ Book Appointment ✔ Services ✔ Review 1 Total amount
TRY 836.00

Review

Please check all your details carefully, ensuring you can attend your chosen appointment time, and you have added any services you need.

Applicant details

Country of residence	Turkiye
Visa Application Centre	Belgium Visa Application Centre - Antalya
Appointment Sub Category	Family Travel

Your details

Applicant 1	FFFF EF
-------------	---------

Appointment details [Edit](#)

Appointment type	Standard
Date	17-07-2024
Time	08:30

Services [Edit](#)

Sub-Total	TRY 0.00
-----------	----------

Fees

VFS Service Charge	TRY 836.00
Sub-Total	TRY 836.00
Total	TRY 836.00

I accept the [Terms and Conditions](#)

Yes, I agree to receive future communication on optional value added services offered by VFS Global

[Go Back](#) [Pay Online](#)

Payment Disclaimer

Read these instructions carefully before making a payment.

Payment Confirmation

Communication to VFS from payment gateways, whether the payment was successful or not, can take up to 2 hours.

If the payment has not been deducted, wait 2 hours then create a new appointment before making another payment.

If your payment has been deducted from your bank account but VFS has failed to confirm your appointment, kindly reach out to VFS support for requesting refund.

Successful Payment

You will receive an email notification with a PDF attachment acknowledging the payment made for your application. Please keep this email safely with you.

Useful tips

Do ensure there are sufficient funds in your account.


1. Payment Cancelled: If your payment is cancelled after reaching the payment gateway, you will come back to the Review and Pay page where you can try to make another payment.

2. Payment Declined: Payment can be declined for multiple reasons: incorrect card credentials, incorrect OTP to authenticate and validate your payment, insufficient funds in your bank account, and reaching the maximum spend limit on your credit or debit card.

3. Do not - close the browser before returning to the VFS confirmation page, click the back button on the browser while making a payment.

[Cancel](#)[Continue](#)

e) After submitting the application, you will be re-directed to the payment gateway to initiate **payment**.



Üreten Türkiye'nin Bankası

GATEWAY MANAGEMENT LOJİSİ

Verified by VISA

AMERICAN EXPRESS troy

MasterCard. SecureCode.

Kart No:

Son Kullanma Tarihi: 01 2022

Güvenlik Numarası:

(Kartın arkasındaki 3 haneli rakam)

Taksit: No Installment

Tutar: 836 TL

FATURA BİLGİLERİ

Adı Soyadı:

Adres:

Şehir, Semt ve Postakodu:

TESLİMAT BİLGİLERİ

Fatura bilgileri ile aynıysa:

tıklayınız.

Adı Soyadı:

Adres:

Şehir, Semt ve Postakodu:

TÜRKİYE HALK BANKASI A.Ş. © 2008



- f) Once your payment has been completed, you will receive confirmation of the payment. This will then trigger the appointment letter to be sent to your email address. This process is facilitated through the [VOW platform](#).



Thank you for booking an appointment with us!

We've sent you a confirmation email with your appointment details. Please bring a printed copy of the email attachment together with your [booking details](#), and means of payment when you visit the Visa Application Centre.

As part of your application, you may be required to pay additional Visa and Service fees at the Visa Application Centre.

Transaction ID 100012126466311	Payment Date 11/12/2022	Amount INR 80.00
-----------------------------------	----------------------------	---------------------

(Sample Appointment Letter)

Date: 11/12/2022

Belgium Visa Application Centre, Mumbai
Appointment Letter

Number of Applicants : 1 Group URN - XYZ100120435

Appointment Details :					
Applicant Name	Reference Number	Passport Number	Appointment date & time	Visa Category	VOW Number

Your appointment has been confirmed for the date and time reflecting against your name and reference number. Please be available at the following address not more than 15 minutes before the appointed time.

Payment Invoice

Transaction Date 12/11/2022 09:35:44

