

5th MEETING

COMCEC TOURISM WORKING GROUP

February 5th, 2015, Ankara

Electronic Visa Application System

Ministry of Foreign Affairs, Turkey

Directorate For Information Technologies

Ömer Numan Doğrukol, Head of Section

Şükrü Alataş, Software Developer





Electronic Visa Application System

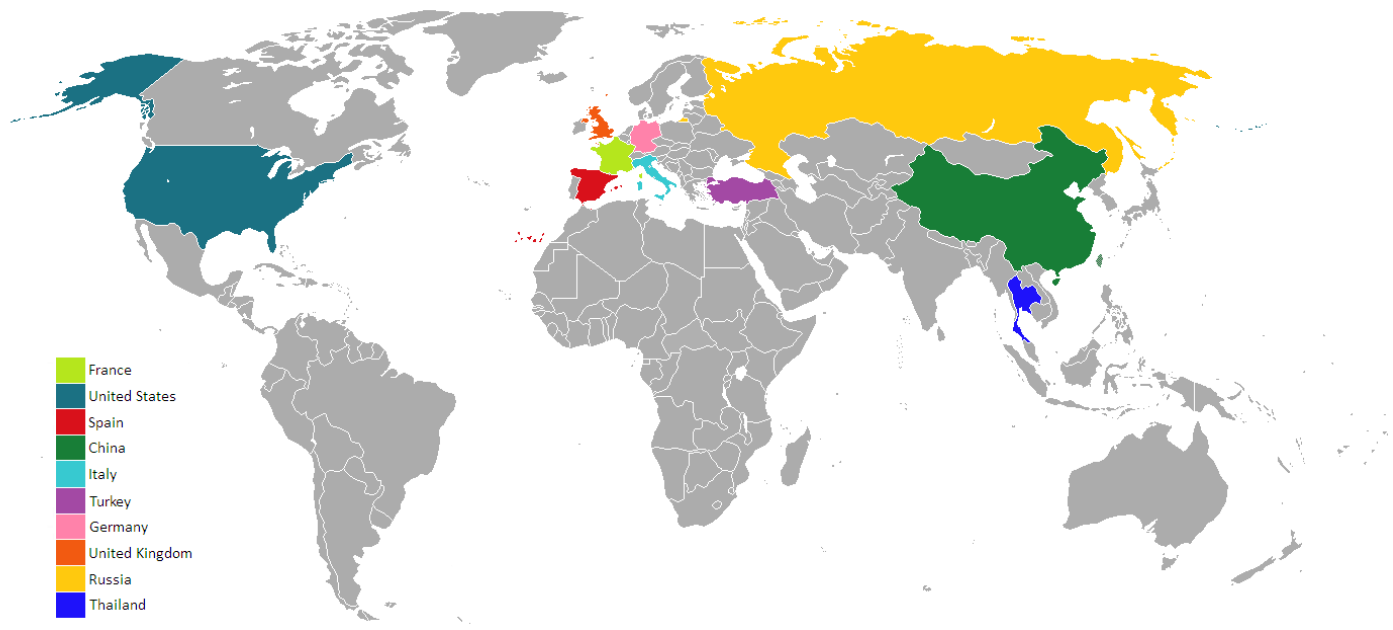
www.evisa.gov.tr



Presentation Outline

- Turkey as a tourism attraction
- Why was EVAS devised?
- How does the system work?
- Basic merits of the system
- Project Evaluation





Turkey as a Tourism Attraction



Turkey ranks as the world's 6th most popular tourism destination. Around 40 **million tourists** visited Turkey in **2013**.





Turkey as a Tourism Attraction

There are currently 3 options for obtaining a **Turkish Visa**.



Consular Offices



Ports of Entry



Electronic Visa Application System



60% of these tourists were exempt from visa.
Remaining **40%** had to obtain visas.



e-Visa: Why was the system devised?



Visa applications at the Turkish Missions consume time and energy.



e-Visa: Why was the system devised?



Visa applications at the ports of entry may require lengthy waiting.



e-Visa: Why was the system devised?

System in operation: **17 April 2013**

Over **6 million e-Visas** over e-Visa Application System.

Over 120 million USD collected as visa fees,

1 millionth e-Visa in 334 days,

Second **million** e-Visa was issued 57 days later.

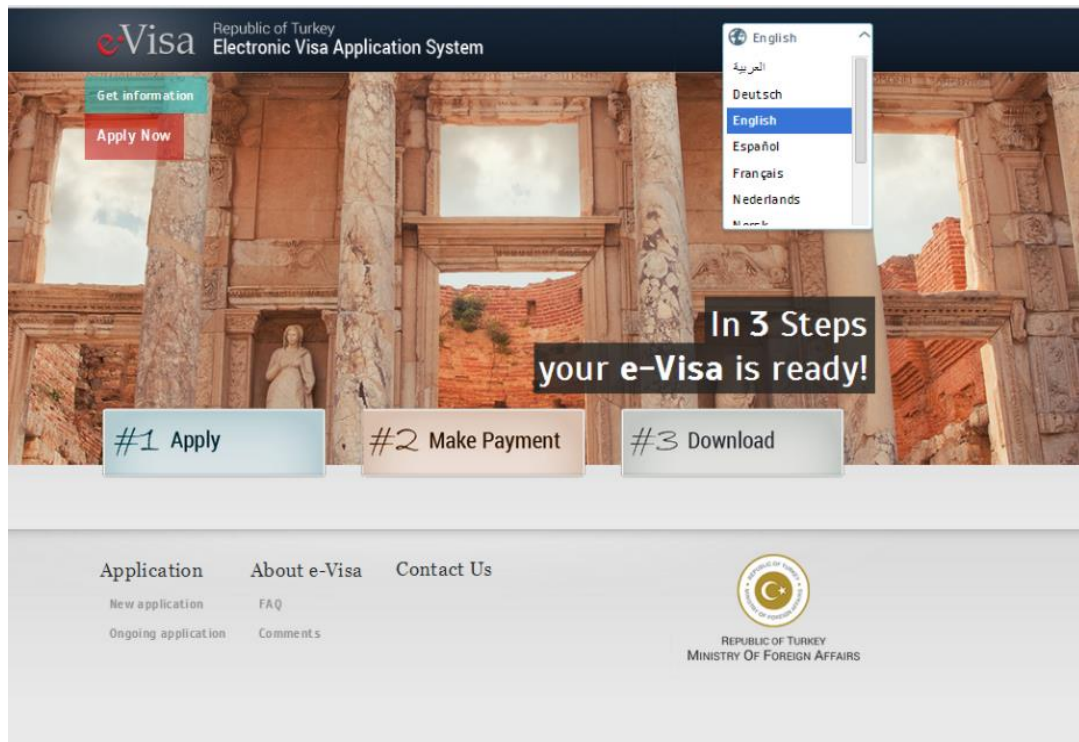
Third **million** in 41 days after second.





e-Visa Introductory Video

English
French
Spanish
Dutch
Norwegian
Polish
German
Chinese
Arabic
Turkish



e-Visa: Multilingual Interface



- Step 1: **Apply**
- Step 2: **Make Payment**
- Step 3: **Download**



e-Visa: Three steps

- Step 1: **Apply**
- Step 2: **Make Payment**
- Step 3: **Download**



Family
Application

e-Visa

Republic of Turkey
Electronic Visa Application System

English

New Application

Country/Region

1. Country/Region

Country/Region

Select Country/Region of Your Travel Document

Travel Document

Ordinary Passport

I have an Ongoing Application.

Save and Continue

Information Note

Please select your country/region of travel document. People with dual nationality should choose the nationality according to the passport to be used for the travel.

If the country of travel document registered on the e-visa is different than the passport carried, the e-Visa will be invalid.

By travel document, we mean passports and ID cards (for the citizens of specific countries). Other travel documents are not acceptable for an e-Visa application.

Application

New application


Ongoing Application

About e-Visa

FAQ

Comments

Contact Us



REPUBLIC OF TURKEY
MINISTRY OF FOREIGN AFFAIRS

e-Visa: How does the system work?



- Step 1: Apply
- Step 2: Make Payment
- Step 3: Download



Group
Application

eVisa Republic of Turkey
Electronic Visa Application System

English

New Application
Personal Information

Information Note
Please note that the information that you provide must match the information on your passport. Otherwise, your e-Visa will be invalid.
Travel agencies can create group applications by clicking [here](#).

1. Country/Region - 2. Date of Arrival - 3. Personal Information

Given/First Name(s)

Surname(s)

Date of Birth

Place of Birth

Mother's Name

Father's Name

Passport Number

Passport Issue Date

Passport Expiry Date

E-mail address

Phone Number

Address

United Kingdom
Ordinary Passport

30.06.2014 - 26.12.2014

[Add a New Person](#) [Save and Continue](#)



e-Visa: How does the system work?



e-Visa: Available as soft and hard copies

eVisa

Republic of Turkey
Electronic Visa Application System

English

Information

Contact Us

What is an e-Visa?

What do I need for my e-Visa application?

What are the advantages of e-Visa?

Who is eligible for e-Visa?

Do I need to enter Turkey on the exact date specified in my application?

If my travel dates change, can I apply for e-Visa amendment for change of date?

How do you protect the information that I share during my e-Visa application process?

Call Center:

U.S.A & Canada:

+1 888 566 7656

United Kingdom:

+44 203 608 8090

Netherlands:

+31 1076 60007

Austria:

+43 720 115890

Germany:

+49 3030 80 7090

France:

+33 180 146 335

For other countries:

+90 312 292 2929

Contact Form

Feedback Type

Enquiry

Given/First Name(s)

Surname(s)

E-mail address

Country/Region

Select Country/Region

Feedback

Please, send your feedback only in English.

Security Verification

1938

Send





Free Wifi areas at
the ports of entry



e-Visa on arrival

**e-Visa kiosks at
the ports of entry**




e-Visa on arrival

eVisa

Republic of Turkey
Electronic Visa Application System

[English](#) | [Français](#) | [Español](#)



L. V. *(South Africa)*

20.06.2014 10:57

“ One of the best web sites I have ever used. It is logical and easy to navigate. Congratulations! ”

G. . *(Mexico)*

18.06.2014 22:26

“ Keep up the great work, it is extremely easy to apply for a tourist visa, and I congratulate your government for making such as an organized system. Thanks ”

H. P. *(United Kingdom)*

18.06.2014 20:32

“ Excellent - verified within seconds and the visa was available to download immediately. Congratulations on producing such an efficient website and visa application process. Many countries could learn a lot from you! Well done ”

R. A. *(U.S.A)*

18.06.2014 20:13

“ I wish more countries made it this simple to obtain a visa . Avoids the need to make trips to a consulate or to use a high priced visa service. ”

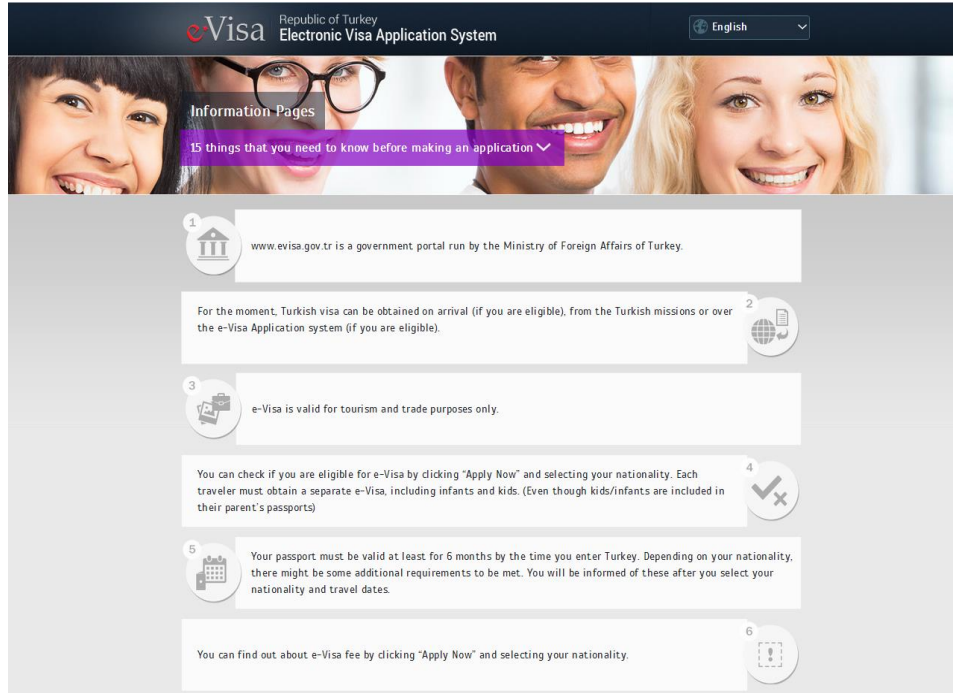


Information Pages







Information Notes

Frequently Asked Questions

15 things that you need to know before making an application.

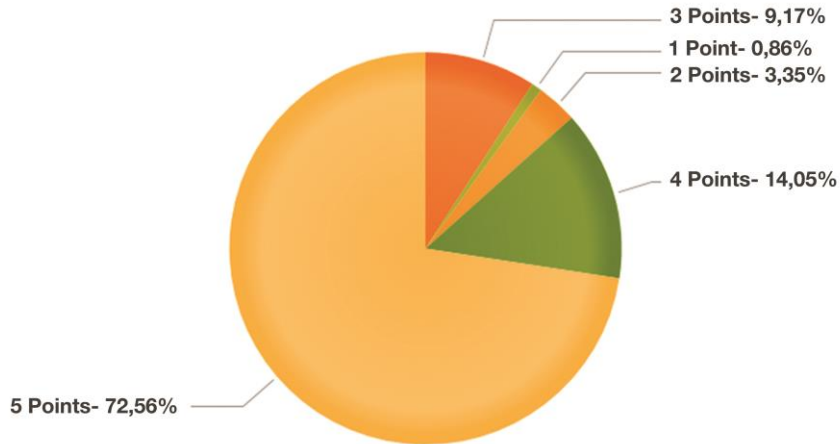


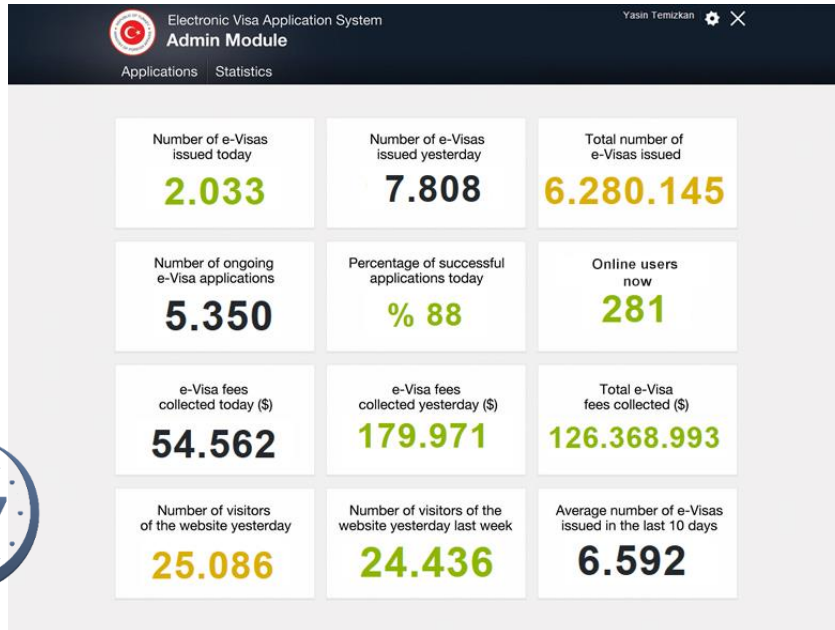
The screenshot shows the top section of the e-Visa Application System website. The header is dark blue with the 'e-Visa' logo and 'Republic of Turkey Electronic Visa Application System' text. A language dropdown menu is set to 'English'. Below the header is a banner image of four smiling people. A purple overlay on the banner reads 'Information Pages' and '15 things that you need to know before making an application'. Below the banner, there are six numbered information cards:

1.  www.evisa.gov.tr is a government portal run by the Ministry of Foreign Affairs of Turkey.
2.  For the moment, Turkish visa can be obtained on arrival (if you are eligible), from the Turkish missions or over the e-Visa Application system (if you are eligible).
3.  e-Visa is valid for tourism and trade purposes only.
4.  You can check if you are eligible for e-Visa by clicking "Apply Now" and selecting your nationality. Each traveler must obtain a separate e-Visa, including infants and kids. (Even though kids/infants are included in their parent's passports)
5.  Your passport must be valid at least for 6 months by the time you enter Turkey. Depending on your nationality, there might be some additional requirements to be met. You will be informed of these after you select your nationality and travel dates.
6.  You can find out about e-Visa fee by clicking "Apply Now" and selecting your nationality.

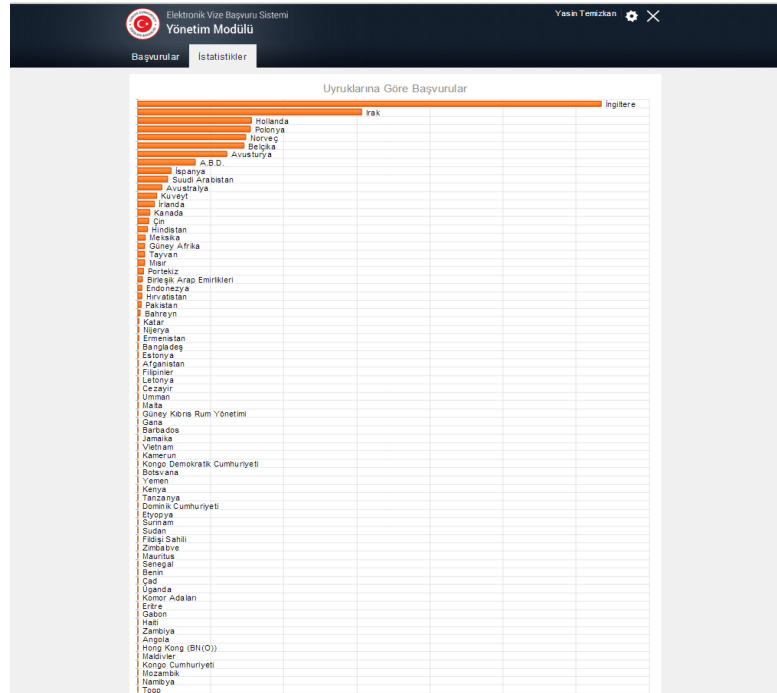
Electronic Visa Application System


Survey Results (5 point the highest)





Applications by Nationalities
Applications by Age Groups
Applications by Dates
Applications by Travel Documents
Applications by Visa Types







Elektronik Vize Başvuru Sistemi

Yönetim Modülü

Yasın Temizkan

Başvurular

İstatistikler

Q Ara

Detaylı Ara

Kriter Ekle: -- Kriter Seçin --

Alan Adı: -- Kriter Seçin --

Son Değişik: Uyrak

Seyahat Belgesi

Referans

Vize No

Ad

VE

Filtre

Değer

Arasında

10.03.2014-03.03.2014

x Sil

Q Aramayı Başlat

Ref No	Durum	Doğum Tarihi	Pasaport No	Vize No	Uyruğu
EPG-1000	Vize No	24.07.2003	A4880138		Irak
URS-0000	Ad	13.08.1991	A4880012		İngiltere
UGU-0279	ABENUSATIN	10.01.1990	A4878016	03748037000	Irak
BSA-0000	LUSA	25.09.2009	A4878011		Avusturya
SAG-0002	center voucher	03.05.1937	007480000		Hollanda
EPG-0000	Cenar	29.10.1993	007480002		İngiltere
EPG-0000	Rosa Francisco Jacobus	26.05.1963	000000000		Hollanda
EPG-0000	MECHERUK GAZI	01.10.1979	A4880007		Irak
EPG-0000	Manuela	13.04.1978	7001000	70010000000	Avusturya
EPG-0000	Charlotte Guldberg	01.08.1995	27000000		Norveç

1

2

3

4

5

6

7

8

9

10

...

Sayfa 1

Toplam 5731

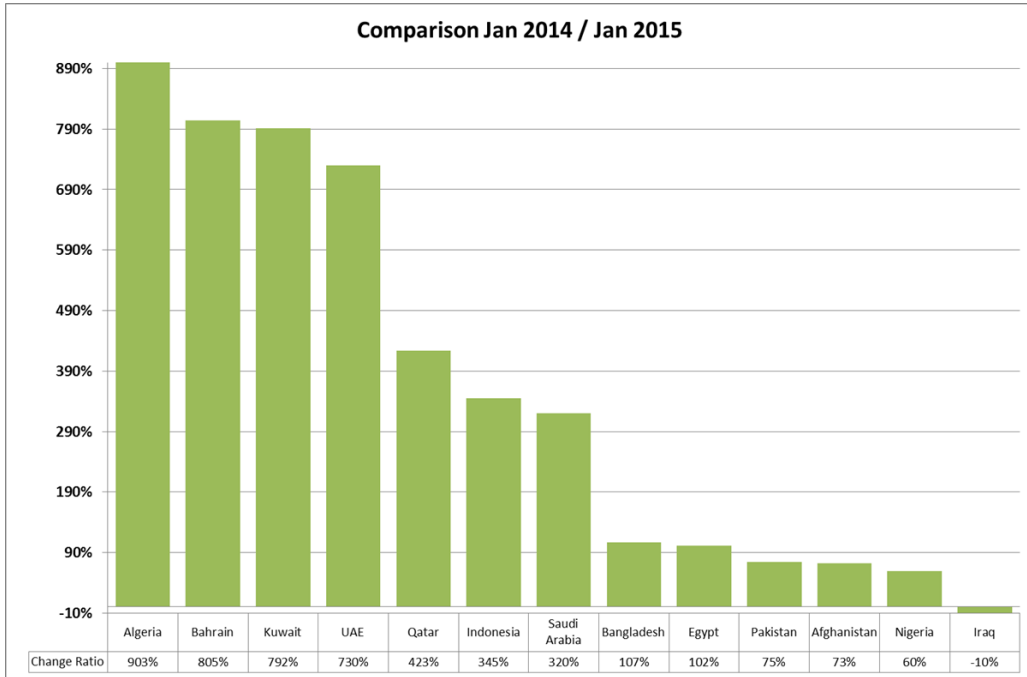
10 adet

Gösterilen 1 - 10 / Toplam 57305 adet



e-Visa: Administrative Dashboard

Comparison Jan 2014 / Jan 2015

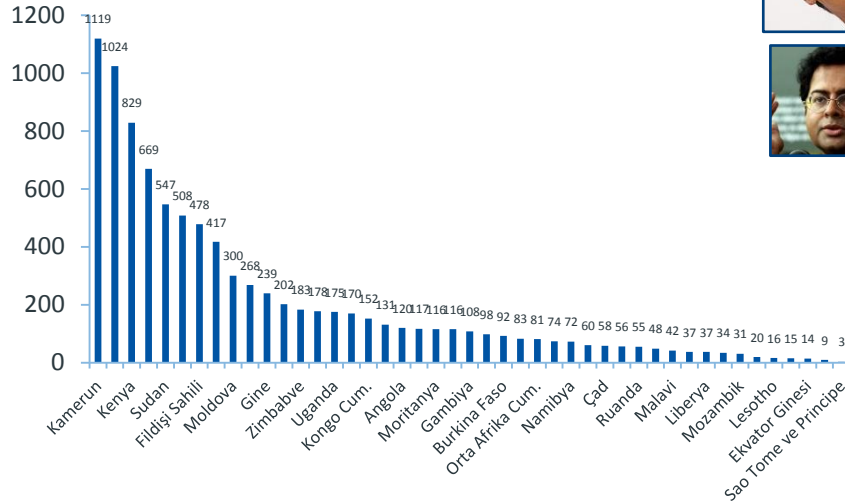


Visa lines at ports of entry
shortened significantly.



e-Visa Basic merits

With e-Visa we can reach out to more people all over the world.



e-Visa: Basic merits

Evaluation

Strengths of EVAS

- Provides outreach to regions without consular offices
- EVAS is available for 24/7 hours.
- Available anywhere with internet connection.
- Family application and group application have been integrated into the system.
- New payment methods of e-Visa fee (Credit card or debit card) have been included in the system.
- e-Visa Support Desk module offers improvement based on the user feedback.
- Other languages such as German, Spanish, Polish have been added into the system.

Lessons Learned

- Local practices did not make much sense for the users in some cases. For instance, some users did not want to enter their parents' names in the related fields.
- Date format could not be understood by some applicants.
- Some users did not want to fill in the 'Surname' field since they do not have a surname.





Thank you for your attention