



# How the system works:

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> Visitors log on to  
[www.evisa.gov.tr](http://www.evisa.gov.tr)



> Enter information regarding  
identity and travel documents.  
> Confirm they meet e-Visa  
requirements, if there are any.



> Make an online payment  
(unless exempt from  
the visa fee).



> Download their e-Visas.  
> No pictures or documents  
are required to be uploaded  
to the system.



# Key development and implementation steps

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- **Analysis:** While the Foreign Ministry took the lead role in designing the basic principles of the application, the Ministry's Electronic Visa Application System team also consulted related government bodies and private sector representatives.
- **Design and Coding:** The Electronic Visa Application System team prioritized creating and coding a user-friendly design for the application.
- **Development:** Electronic Visa Application System has been modified and improved in line with users' feedback.
- **Launch:** Initially, the application was made available to the public in Turkish and English.
- **User Support:** The Electronic Visa Application System team formed an online Support Desk to reply to written requests from users. In addition, the Foreign Ministry's existing Call Centre was empowered to answer e-Visa related inquiries.



> French, Spanish, Arabic, Chinese, Dutch, German, Polish and Norwegian languages have been added to the system.

> More countries are covered.

> Payment methods have been diversified.

> Certain companies offering air, land and sea travel services are authorized to apply for e-Visas on behalf of their customers over their own systems—this requires a protocol and any interested company is welcome.

> Group and family applications were made possible for tour operators and families.

> e-Visa kiosks were placed and free Wi-Fi areas were created at major Turkish airports for foreigners arriving in Turkey without visas.

Electronic Visa Application System is an in-house application of the Foreign Ministry. From analysis to user support, all aspects of the system are developed, maintained and improved by Foreign Ministry personnel comprised of administrative personnel, analysts, designers, programmers, testers and user assistants.

Approximately 1.3 million foreigners received e-Visas within the first year of Electronic Visa Application System and the system has proved to be effective in addressing difficulties encountered in other areas of the visa application.



# How our users perceive the Electronic Visa Application System

Electronic Visa Application System serves hundreds of thousands of people from all over the world. The Foreign Ministry believes that their inquiries should be answered and the problems they face should be solved immediately. To this end, the e-Visa Support Desk and the Foreign Ministry's Call Centre respond to inquiries from users 24/7. Within the first year, approximately 55,000 written requests and 20,000 phone inquiries were received and answered. It is encouraging that most users send positive feedback.

*Three comments, out of thousands from [www.evisa.gov.tr/en/comments/](http://www.evisa.gov.tr/en/comments/) are cited below to provide a better idea of users' experiences with Electronic Visa Application System.*

## S. C.

(USA)

“ This is not only the easiest way I have ever been issued a visa by any country, it is also the easiest online purchase of anything I have ever done. Fantastic job. ”

## R. B.

(Canada)

“ I have a professional background in IT and communications and quite honestly this was one of the simplest, quickest and most user friendly experiences I've ever had with either e-government or online payment processing. Under three minutes to apply/pay for and receive my visa. Amazing! ”

## M. P.

(United Kingdom)

“ A very good design presenting clear, timely and precise information. A straightforward process with easy to follow steps. A very pleasant first impression of your country, which I very much look forward to visiting. Thank you! ”