****

**Preparing the Visa Assist Letter**

Pilgrim sends an email asking for a Visa Assist/Invitation Letter.

Process

* Check on EventsAir, if the customer has fully registered and paid their fees.
* Request the following details by email

**Nationality:**

**Passport number:**

**Date of expiry**

**Date of Birth**

* Open a copy of the visa letter in the Conference Folder –> Visa letter folder and Insert all relevant information
* Safe as PDF Document in the visa letter folder within the particular conference folder rename with delegates name and ID number
* Send PDF Document to pilgrim. And file the sent email as normal .