



SPONSORED EMPLOYEE ONBOARDING GUIDE



WELCOME TO ENVOY

Envoy is the immigration services provider that will be preparing your application for the company sponsoring your case. You're in good hands — we have nearly 20 years of experience working with companies and international employees. It's our mission to make sure that you have the most supportive application process possible.

This onboarding guide was created to help familiarize you with our online visa application tool (we call it the “web application” in this guide). You'll learn what to expect during the application process and after your petition is filed.

TABLE OF CONTENTS

00	QUICK OVERVIEW	3
01	ACCOUNT SETUP	4
02	APPLICATION PROCESS	7
03	MAKING A PAYMENT	10
04	POST-FILING INFORMATION	11
05	COMMUNICATION CENTER	12
06	CUSTOMER SUPPORT TEAM	13
07	THE SUPPORT CENTER	14
08	FREQUENTLY ASKED QUESTIONS	15

QUICK OVERVIEW:

YOUR IMMIGRATION MANAGEMENT PLATFORM

Answer a Few Questions

We replaced the traditional attorney interview with a quick questionnaire.

Send Docs in a Few Clicks

Uploading documents is as simple as drag and drop.

Get Responses Quickly

Attorneys answer questions within an hour.

Track Your Case

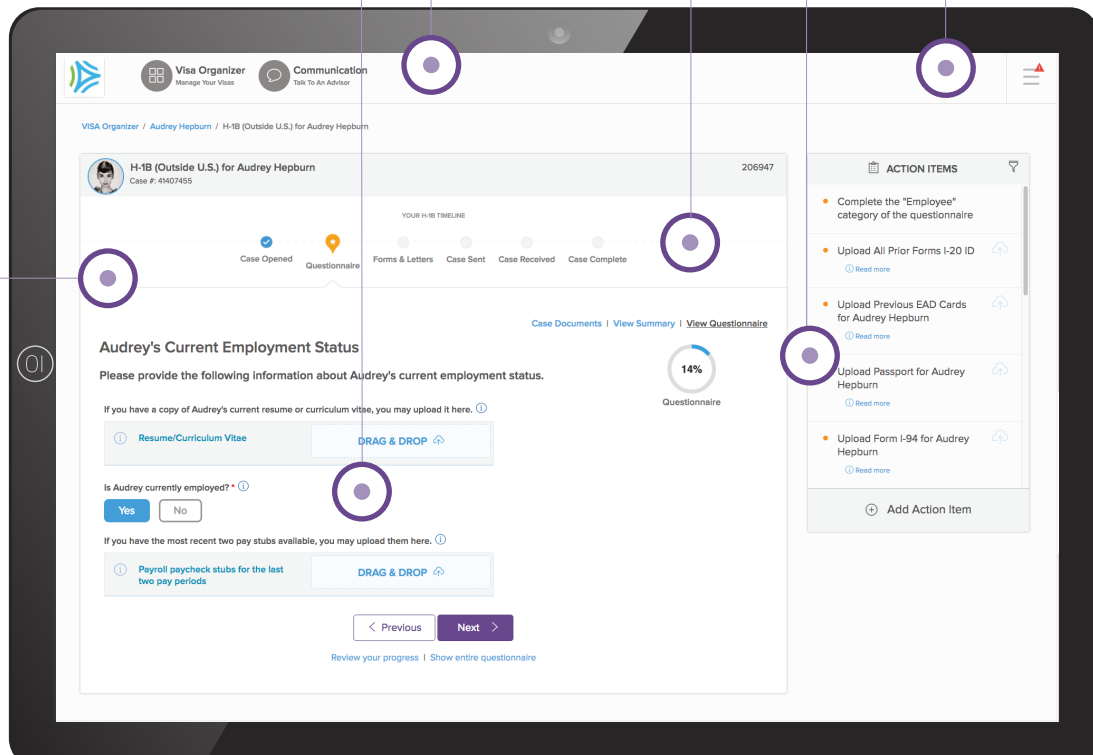
See the status of each application.

Always Know What to Do Next

Easily see what's on deck or create your own action item.

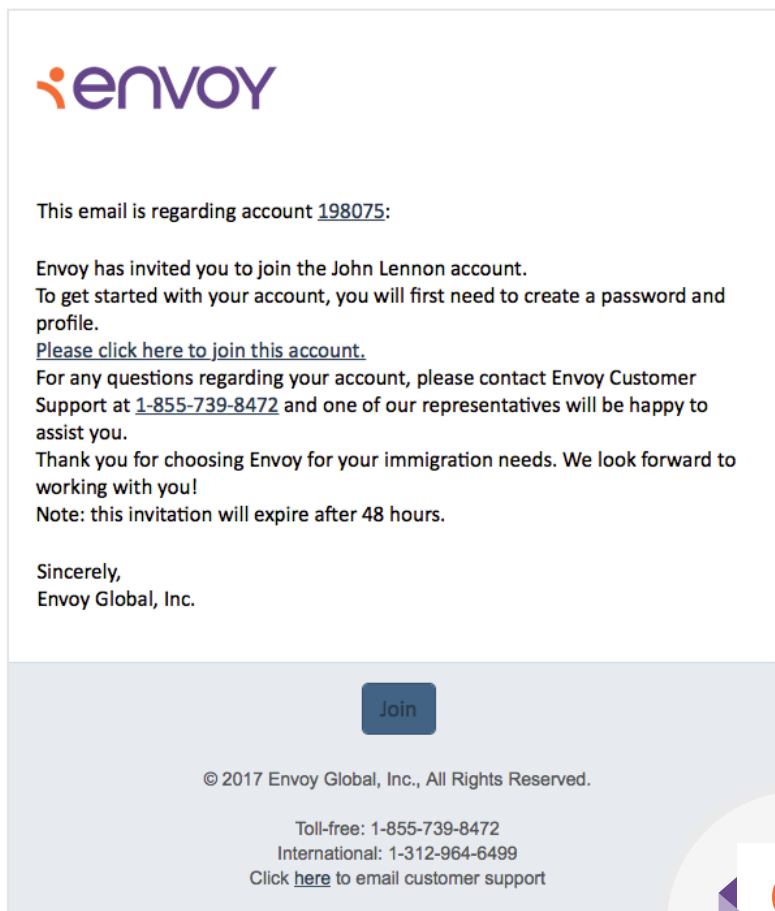
Stay in the Loop

All notifications are only a click away.



01 ACCOUNT SETUP

Your employer has created an **online account** with Envoy, which allows him or her to complete the company portion of the **application process**, including submitting company information to Envoy-affiliated attorneys and uploading documentation to support your case for a work visa.



You'll also have access to your application within your company's Envoy account. To register, check your email inbox for an invite message sent from Envoy. The email includes information such as your account number, a phone number to contact our customer support team and a link to get started. Using your account, you'll be able to complete your portion of the application process so we can submit your work visa application to the government in a timely manner.

Tip: Register your account sooner rather than later. The invitation link expires after 48 hours to protect your information. If it expires before you get a chance to register, contact the customer support team and they can resend the invite.



JOIN ACCOUNT

Once you click the account registration link, you'll be brought to the Join Account webpage, which allows you to **add your name**, preferred contact **number** and **create a password**. You'll also be asked to sign and accept the Employee Account Terms and Conditions, as well as the Legal Services Engagement Terms. All account users are required to agree to these documents, as they outline important account information and describe the relationship between Envoy and the affiliated attorneys who will prepare your case.

A screenshot of the Envoy 'Join Account' registration form. The form is titled 'Join Account' and is set against a light gray background with a subtle diagonal line pattern. The Envoy logo is in the top left corner. The form fields include: 'Email' (pre-filled with 'sam@gmail.com'), 'First Name' and 'Last Name' (two separate input boxes), 'Contact Phone Number' (one input box), 'Password' (one input box), and 'Re-Type Password' (one input box). Below the fields are two checkboxes for accepting terms and conditions. A note at the bottom explains the attorney-client relationship. A purple 'Join Account' button is at the bottom of the form.

Join Account

Email
sam@gmail.com

First Name Last Name

Contact Phone Number

Password

Re-Type Password

I have read and accept the [employee account terms and conditions](#).

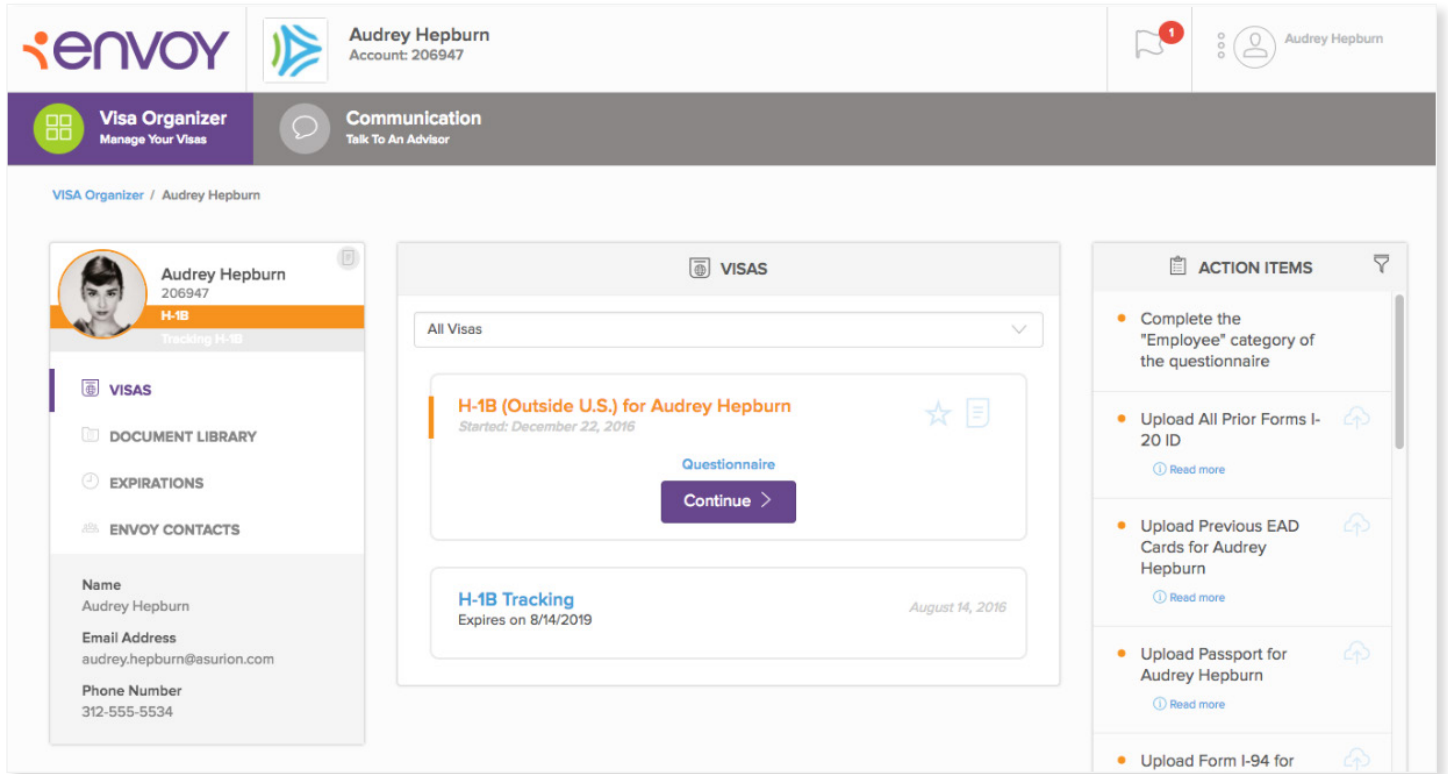
I have read and accept the [legal services engagement terms](#).

Note: You are joining an employee account. Envoy maintains an attorney-client relationship with the employer for this account and the employer has access to case-related information, including Communication Center messages.

Join Account

VISA ORGANIZER

When you log into your account you'll see your **Visa Organizer**, a centralized landing page featuring shortcuts to the tools you'll use to navigate the application process.



The Visa Organizer serves as your dashboard and it includes links to your open cases, document library and action items.



Edit Account & Notifications: In the right-hand corner, click your name, then **Account** to edit your personal information, such as your email address and job title.

Click **Notifications** to view messages sent from the Communication Center.

02 APPLICATION PROCESS

GETTING STARTED

Step 1: Complete the Questionnaire

We've created a list of questions that will help the Envoy-affiliated attorneys prepare your case. This Questionnaire serves as your online attorney interview, where you'll provide a variety of details about your background that the attorneys will use to prepare a document list and fill out forms for your work visa application.

The screenshot displays the 'H-1B (Outside U.S.) for Audrey Hepburn' case page. At the top, there are navigation icons for 'Visa Organizer' and 'Communication'. The main header shows the case title and ID '206947'. Below this is a 'YOUR H-1B TIMELINE' with stages: Case Opened, Questionnaire (current), Forms & Letters, Case Sent, Case Received, and Case Complete. A progress indicator shows '14% Questionnaire' completed. The 'Contact Information' section prompts for Audrey's current residential address, with fields for Street address, Unit, City, State, and Zip code. A checkbox asks if Audrey maintains a residential address outside the U.S. Navigation buttons for 'Previous' and 'Next' are at the bottom.

This close-up shows two input fields. The first is 'Date of birth' with a calendar icon. The second is 'Place of birth' with a dropdown arrow.

The **Questionnaire** will ask about your biographical information, travel plans, work experience, education experience and immigration history. As you complete each question, your information will save automatically.

QUESTIONNAIRE TIPS

- Each question features help text, which provides additional information to help you answer the question. If you are ever unsure of how to respond, click the information icon to ask an attorney for clarification via the **Communication Center**.
- You aren't required to answer questions marked with a red asterisk — simply leave those fields blank if they do not apply to you. Additionally, if you feel a question does not apply to your situation but it's not marked optional, write "N/A" in the field.
- The attorneys will begin to review the Questionnaire once the account is paid in full. You may or may not be required to pay a portion of the service fees. For more information, see the **Making a Payment** section.

Note: In order to proceed to the next steps in the process and send the case to attorney review, your employer will first need to finish his or her required tasks.

Throughout the Questionnaire, you'll be prompted to upload documents that pertain to your case. Each visa application has a default list of documents that allow you to begin uploading supporting case information. Once the attorney reviews your Questionnaire, he or she will compile a more case- and situation-specific list.



A screenshot of the VISA Organizer web application. The top navigation bar shows "VISA Organizer / Audrey Hepburn / H-1B (Outside U.S.) for Audrey Hepburn". The main content area is titled "H-1B (Outside U.S.) for Audrey Hepburn" with case number "41407455" and ID "206947". A "YOUR H-1B TIMELINE" shows steps: Case Opened (checked), Questionnaire (active), Forms & Letters, Case Sent, Case Received, and Case Complete. Below the timeline, there are links for "Case Documents", "View Summary", and "View Questionnaire". The "Audrey's Current Employment Status" section asks for information about her current employment. It includes a "14% Questionnaire" progress indicator. There are two document upload fields: "Resume/Curriculum Vitae" and "Payroll paycheck stubs for the last two pay periods", both with "DRAG & DROP" instructions. On the right, an "ACTION ITEMS" sidebar lists tasks: "Complete the 'Employee' category of the questionnaire", "Upload All Prior Forms I-20 ID", "Upload Previous EAD Cards for Audrey Hepburn", "Upload Passport for Audrey Hepburn", and "Upload Form I-94 for Audrey Hepburn". Each item has a "Read more" link and an upload icon. At the bottom of the sidebar is an "Add Action Item" button.

When completing the Questionnaire, begin uploading whatever documents you believe pertain to you. You can upload documents two ways: by opening a folder on your computer and dragging and dropping the file into the corresponding document field, or browsing to find your file using our in-app search feature. Skip whichever items don't apply to your particular situation. The attorneys will remove items that are not needed once they finish reviewing your completed Questionnaire.

02 APPLICATION PROCESS

SAMPLE DOCUMENT LIST



- Passport
- Diploma
- Resume or curriculum vitae
- Transcripts
- I-94 Arrival/Departure Record
- Visa stamp

Once the Envoy-affiliated attorneys finish reviewing your Questionnaire, they'll upload a more detailed document list.

DOCUMENT LIBRARY

Once you upload documents, we'll automatically save them to your Document Library. On future cases, you can select a saved document as supporting evidence.

The screenshot shows the "Visa Organizer" interface for Audrey Hepburn. The top navigation bar includes "Visa Organizer" (Manage Your Visas) and "Communication" (Talk To An Advisor). The main content area is divided into three sections:

- Profile:** Audrey Hepburn, 206947, H-1B, Tracking H-1B. Includes fields for Name, Email Address (audrey.hepburn@esurion.com), and Phone Number (312-555-5534).
- DOCUMENT LIBRARY:** A repository of all documents. Below is a table with columns "NAME" and "EXPIRATION".

NAME	EXPIRATION
Audrey Hepburn	>
H-1B (Outside U.S.) for Audrey Hepburn	>
H-1B Tracking	>
- ACTION ITEMS:** A list of tasks with "Read more" links:
 - Complete the "Employee" category of the questionnaire
 - Upload All Prior Forms I-20 ID
 - Upload Previous EAD Cards for Audrey Hepburn
 - Upload Passport for Audrey Hepburn
 - Upload Form I-94 for Audrey Hepburn

Step 3: Review Forms, If Necessary

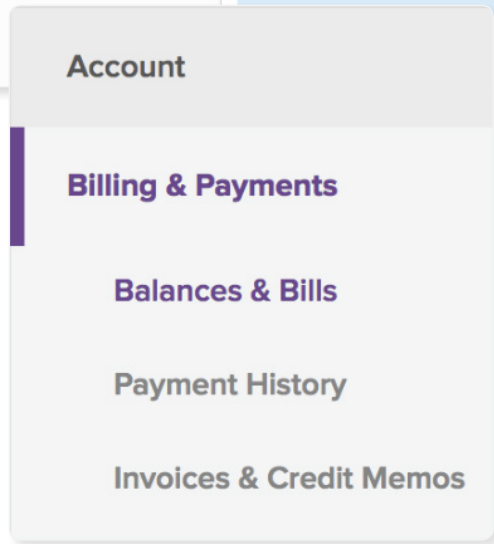
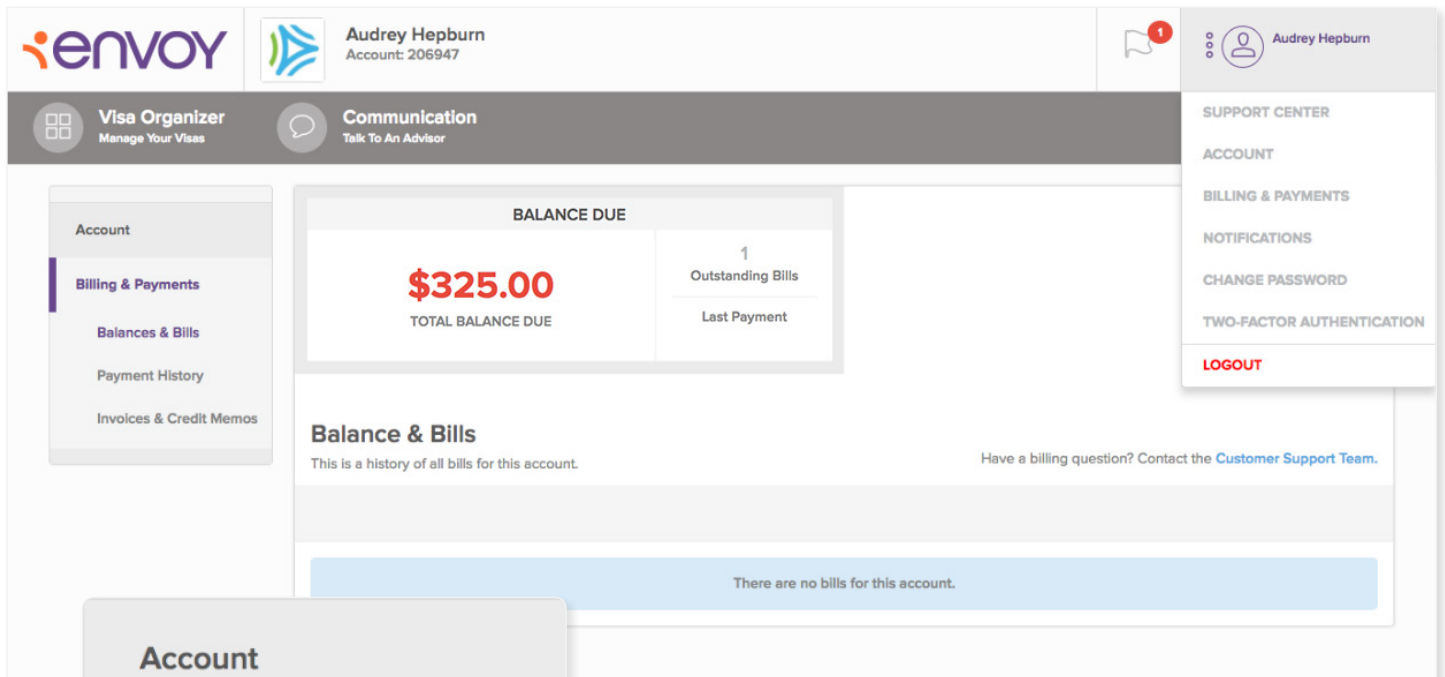
At times, employers ask that forms be reviewed by the employee.

- If you're required to review forms and you make adjustments, click save. If no changes are made, click approve. When all forms and letters are reviewed, click the **Submit for Attorney Review** button to send the case back to the attorneys.
- If you're not required to review forms, wait for your employer to complete his or her portion of the application process. Your employer will receive reminder notifications until this is done, and you'll receive an update once this step is complete.



03 MAKING A PAYMENT

The **Billing & Payments** section is where you can set up payments and view billing summaries. It's accessible via the top-right corner menu.



If payment is due from you, click **Balance & Bills** to see outstanding invoices. You can pay by check, credit card or wire transfer.

Note: Sometimes this section displays **“Unpaid”** text, yet there is no payment due on your end. This means the charges have been sent to your employer, and they are handling payment.

04 POST-FILING INFORMATION

APPLICATION PROCESSING TIME

The government processing time for each visa varies by USCIS office, time of year and number of applications already in progress. Ask the Envoy-affiliated attorneys about the average processing time for a particular visa category or check timeframes at: <https://egov.uscis.gov/cris/processTimesDisplayInit.do>.



TRACK CASE

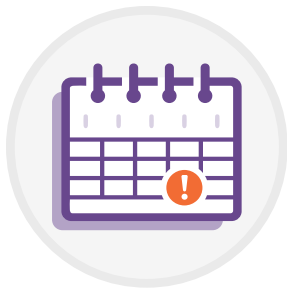
You can log in to your Envoy account periodically to check the progress of your case. You'll also receive an email notification once a receipt notice has been received (if applicable) and once your case has been approved. The receipt number can be used to track the status of your case on the USCIS website at: <https://egov.uscis.gov/casestatus/landing.do>.

APPLICATION STATUSES

- **Approval:** The visa application meets all requirements.
- **Request for Evidence:** USCIS can't determine whether the visa application meets the requirements for approval, so they ask for additional information.
- **Visa Denial:** USCIS has determined that the visa application has not met the requirements and will not be approved.



VISA EXTENSIONS



When the time comes, Envoy can help you file an extension. The renewal application process will be relatively easy, as most of the documents and information are already saved in our system. Your employer will receive email notifications prompting them to open a new case for an extension application before your work visa expires.

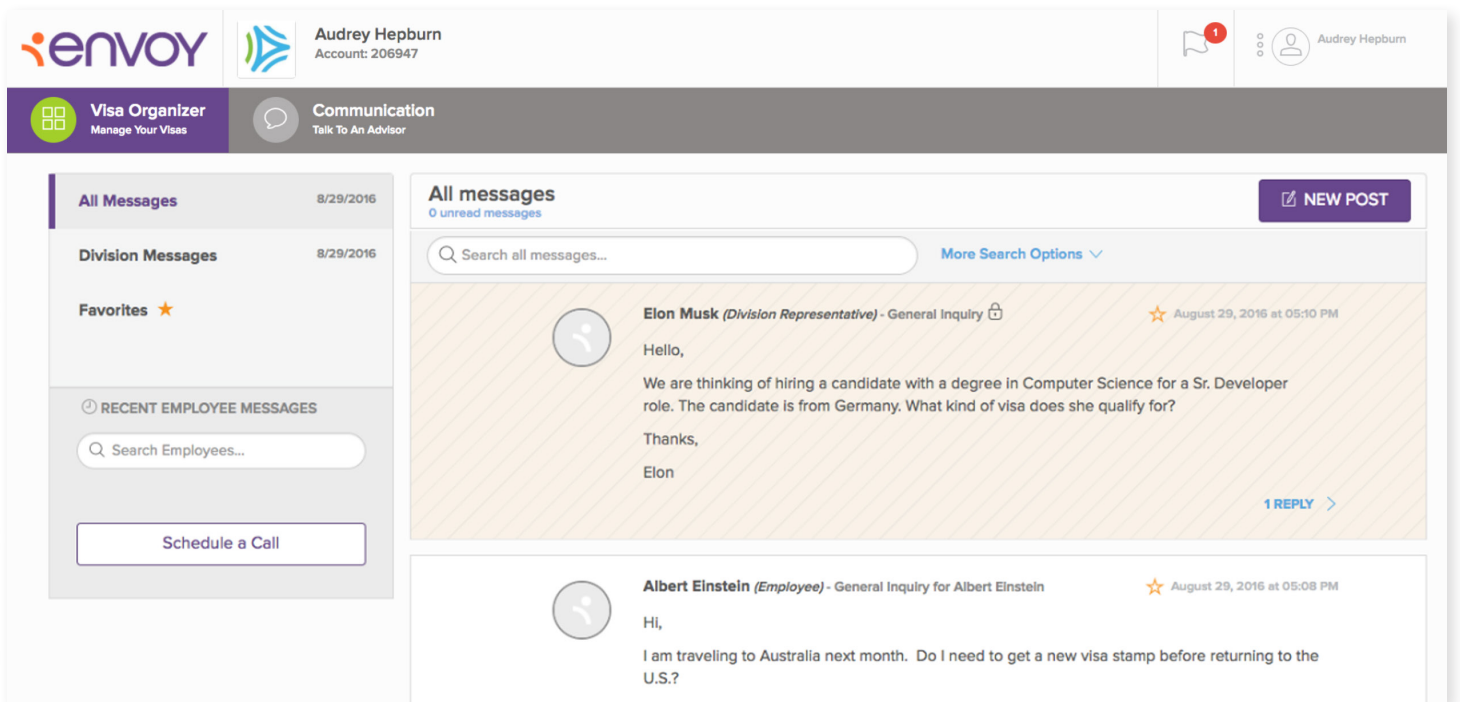
DEPENDENT CASES

If you need to open dependent cases for your spouse and/or children, talk with your employer or reach out to the customer support team. Dependent petitions may generally be submitted along with your application.

Note: This will be an additional charge, which you might be responsible for.

05 THE COMMUNICATION CENTER

For any legal or immigration questions, you may contact a Envoy-affiliated attorney directly through the online **Communication Center**. Access the Communication Center using the button on the top menu. Simply post a question and you'll receive an answer within approximately one hour, on average.

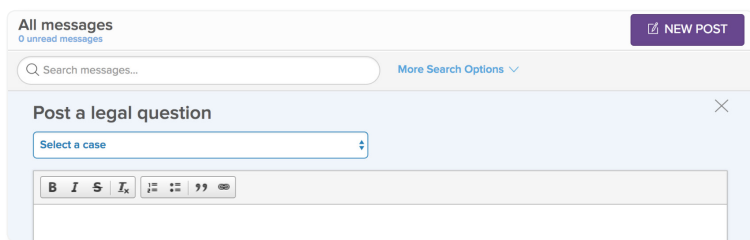


MESSAGING TIPS

- You can post questions and link that message to a particular case (dependent, primary case, general question, etc.).
- Also, you may give feedback on whether the message was helpful or not. This will let the attorney know whether or not he or she should clarify the response.

Use the Communication Center to ask questions about:

- Upcoming expiration dates
- Travel plans
- Immigration issues
- Other legal questions



06 CUSTOMER SUPPORT TEAM

During business hours, Envoy has a team of customer support professionals ready to field non-legal questions by phone, email or through our live chat feature.



- **Email:** customersupport@envoyglobal.com
- **Phone:** 855-847-2669
- **International callers:** 312-964-6300
- **Live chat:** Accessible via the web application
- **Hours of operation:** Monday-Friday, 8 a.m. to 6 p.m. Central (except U.S. holidays, which include New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Eve, Christmas Day and New Year's Eve)

CUSTOMER SUPPORT CONTACT INFORMATION

You can also email customer support directly in the app, using the live chat tool in the bottom-right corner of any page.

The customer support team can help with virtually any question you have about using your account, which includes uploading documents, posting questions to the attorneys, etc. They can also help coordinate translation and education evaluation services, and open dependent visa cases. However, all legal questions should be directed to the Envoy-affiliated attorneys via the Communication Center.



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07 THE SUPPORT CENTER

The **Support Center** is full of resources to assist you in the application process. You'll find tutorials for navigating the app, visa-specific timelines and more. You can access the support center by visiting support.envoyglobal.com or by clicking the Support Center button in the top right menu bar when you're logged into the app.

The screenshot shows the Envoy Support Center interface. At the top right, there is a purple button labeled "Submit a request". Below this is the Envoy logo on the left and a search bar labeled "Search Envoy support center" on the right. The main heading is "How can we help?" with a search bar below it. There are four main categories represented by icons and text: "Announcements" (with a megaphone icon), "Visa Information" (with a document icon), "Guides for HR" (with a briefcase and person icon), and "Using the Web App" (with a laptop icon). Below these categories is a section titled "Helpful Articles" containing six links: "Dec. 13, 2016 - VISANOW Is Now Envoy, Here's Why", "What is a U.S. visa?", "Onboarding Guide for New HR Users", "Tips for HR Users", "Overview of the Envoy Application Process", and "Top 10 Tips for a Successful Application".

04 FREQUENTLY ASKED QUESTIONS

Who can I talk to if I have questions?

You can reach out to an attorney for legal questions and the customer support team for non-legal questions.

How can I speak to an attorney?

You can message an attorney directly via the Communication Center. It's our in-app messaging tool, created to ensure attorneys answer your questions quickly and you have the information stored in one easy to access location.

How do I set up a phone call with an attorney?

If necessary, your employer can set up a conference call with an attorney. Contact a customer support associate for more information.

What is the application process going to be like and how long is it going to take?

The application process depends on the length of time it takes for you and your employer to complete the Questionnaire and gather and upload all the necessary documents. An average time frame is a few weeks.

How do I upload documents?

Once documents are scanned or saved to your computer, you may either drag and drop them into the corresponding fields or the files can be uploaded by clicking browse on the page.

Is my case going to be filed under standard or premium processing? How can I have premium processing added?

Premium processing, an expedited add-on feature, is only available for certain case types. Contact the customer support team to learn if it is possible in your unique situation.

How can I open dependent cases for my family?

Inform a customer support associate by phone, email or live chat and someone will help you get started. You'll need to complete a Questionnaire, upload documents and make payments on this add-on case feature.



QUESTIONS? CONTACT US AT
CUSTOMERSUPPORT@ENVOYGLOBAL.COM



(312) 964-6300 | WWW.ENVOYGLOBAL.COM

Content in this publication is not intended as legal advice, nor should it be relied upon as such. For additional information on the issues discussed, consult an Envoy-retained attorney or another qualified professional.

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