SIGNIVENT

# Visa Letter Management Guide

Signivent · Last updated October 23, 2026

Signivent issues visa invitation letters for people travelling to an event. A letter goes out once the applicant's passport details and consent are on file and a staff member approves it; every letter carries a number and a QR code an embassy can verify. Everything lives under the event's **Travel & Lodging** menu, starting at **Overview** and **Visa Letters**.

## Setup

Only one thing is mandatory: passport details and consent for each person, collected per request. Everything else is optional and improves the letters or the intake. The **Setup checklist** on Visa Letters and on Travel & Lodging > Overview links to each item and ticks it off when done.

| Step | Where | Required? | What it does |
|---|---|---|---|
| Ask registrants about visas | Event Setup > Edit Event > Visa & travel | Optional | Adds a travel step to registration so attendees can request a letter themselves |
| Nationality rules | Same card, rule table | Optional | Tells each nationality whether a visa is required, not required or on request; the rule note (for example embassy wait times) shows to staff |
| Letter template and signature | Settings > Visa Letter Template | Optional | Letterhead, wording blocks, signer and signature image; per event and language variants. A default template is used if skipped |
| Visa officers | Event Team | Optional | The visa-officer permission lets someone work the queue without full event admin rights |
| Data retention | Settings > Travel & visa data | Optional | How long passport snapshots, PDFs and travel data are kept before automatic purge |
| Passport details + consent | Per request, on Visa Letters | **Required** | Without both, a letter cannot be generated or sent |

## How requests arrive

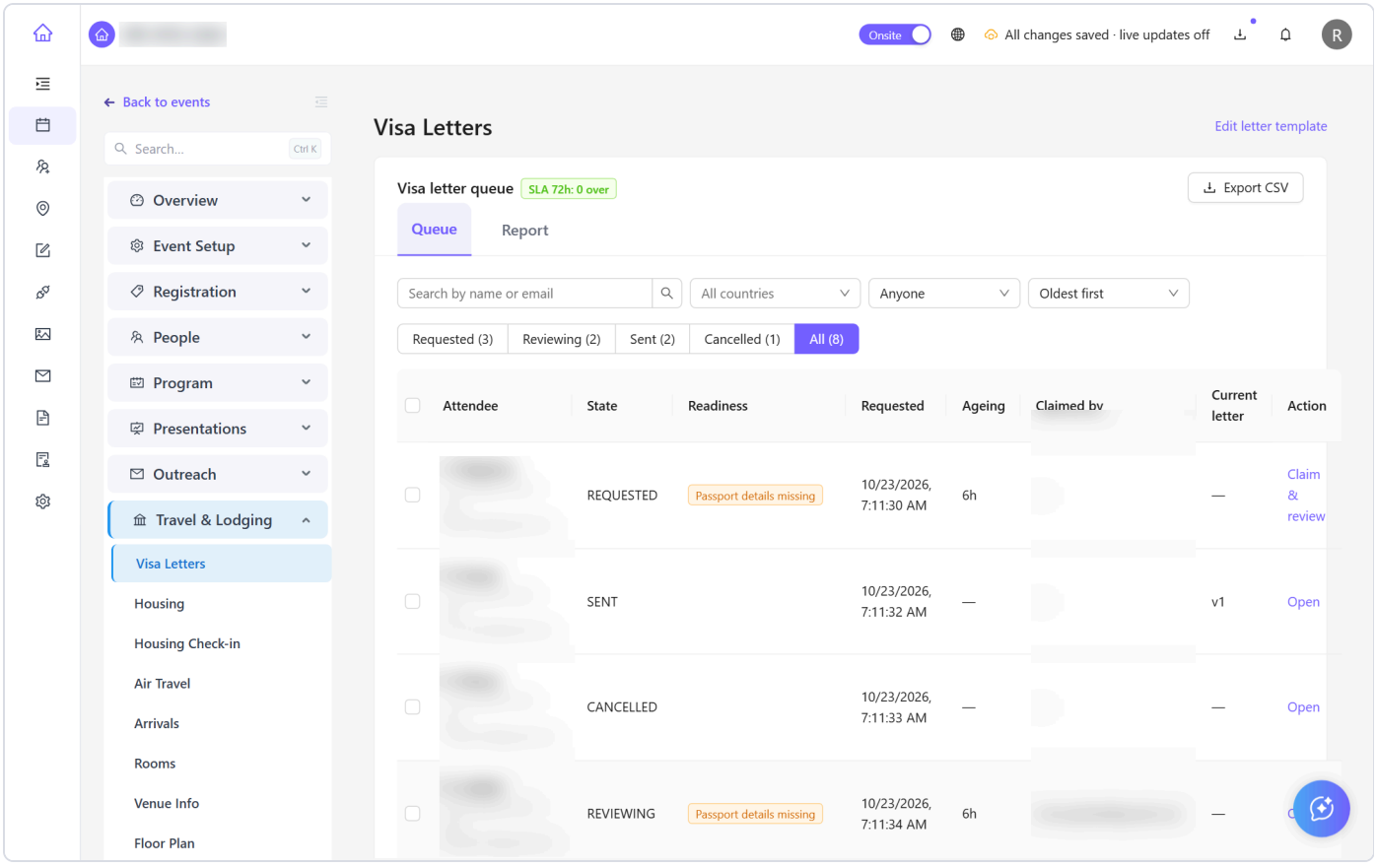
A request is created in one of three ways. All three land in the same Visa Letters queue.

| Path | Who starts it | Needs a registration? | What the applicant sees |
|---|---|---|---|
| During registration | Attendee, at the Travel step | Yes | A visa question driven by the nationality rules; one tick to consent and request |
| From the attendee dashboard | Attendee, after registering | Yes | A Visa letter panel with status, and the passport and consent form |
| From Travellers | Organizer, on Travel & Lodging > Travellers > Request visa letter | No | Nothing until the letter arrives by email; staff enter details on their behalf |

Travellers covers speakers, team members, exhibitor staff and guests who are not registered. Use **Add speakers**, **Add exhibitor staff** or **Add team members** to pull them in, or add one by hand.

## Working a request

Every row in the queue has one button that names the next step. Click it to open the review drawer, where that step lives.

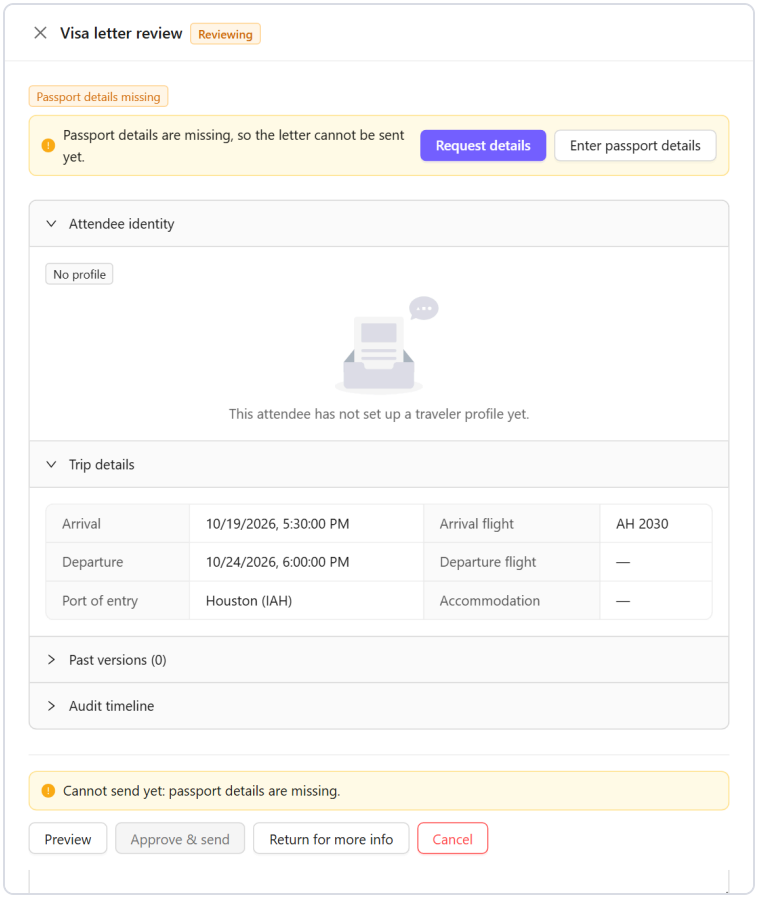



The Visa Letters queue: status tabs with live counts, country and owner filters, a readiness tag per request and one action per row

1. **Claim & review.** Open a Requested row. Claiming moves it to Reviewing and puts your name on it so two people never work the same letter.

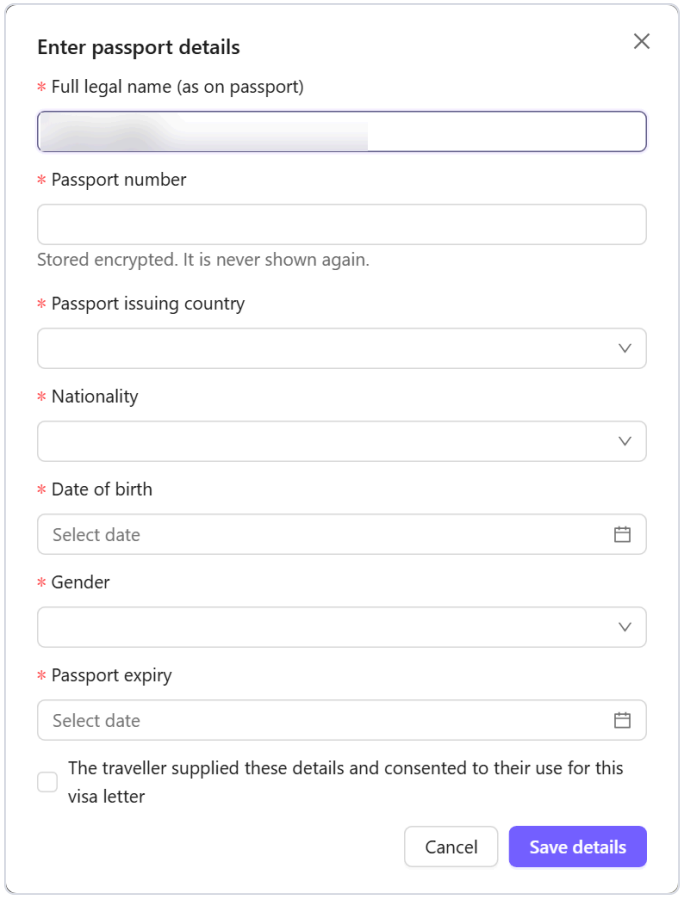
2. **Check readiness.** The tag at the top of the drawer says Ready, Passport details missing or Consent missing.
3. **Clear what is missing.** Either:
   - **Request details from the traveller.** Emails a secure link to add passport details and grant consent.
   - **Enter passport details** yourself: legal name, passport number, issuing country, nationality, date of birth and expiry. Tick the attestation that you have the person's permission. The tag turns Ready.
4. **Review the letter.** Check the identity and trip details, then edit the narrative (why they are invited) and the financial responsibility paragraph (who pays for travel and stay). Preview the PDF.
5. **Approve & send.** The letter is generated, numbered and emailed to the applicant as a PDF. The row moves to Sent.
6. **If something is wrong: Return to requested** with a reason the applicant sees, **Cancel** with a reason (for example the person qualifies for a visa waiver), or **Regenerate** after a correction. A sent letter can be reopened.

**Step 2–3: a request that is missing passport details.** The drawer says what is missing and offers both fixes; Approve & send stays disabled until it is cleared.



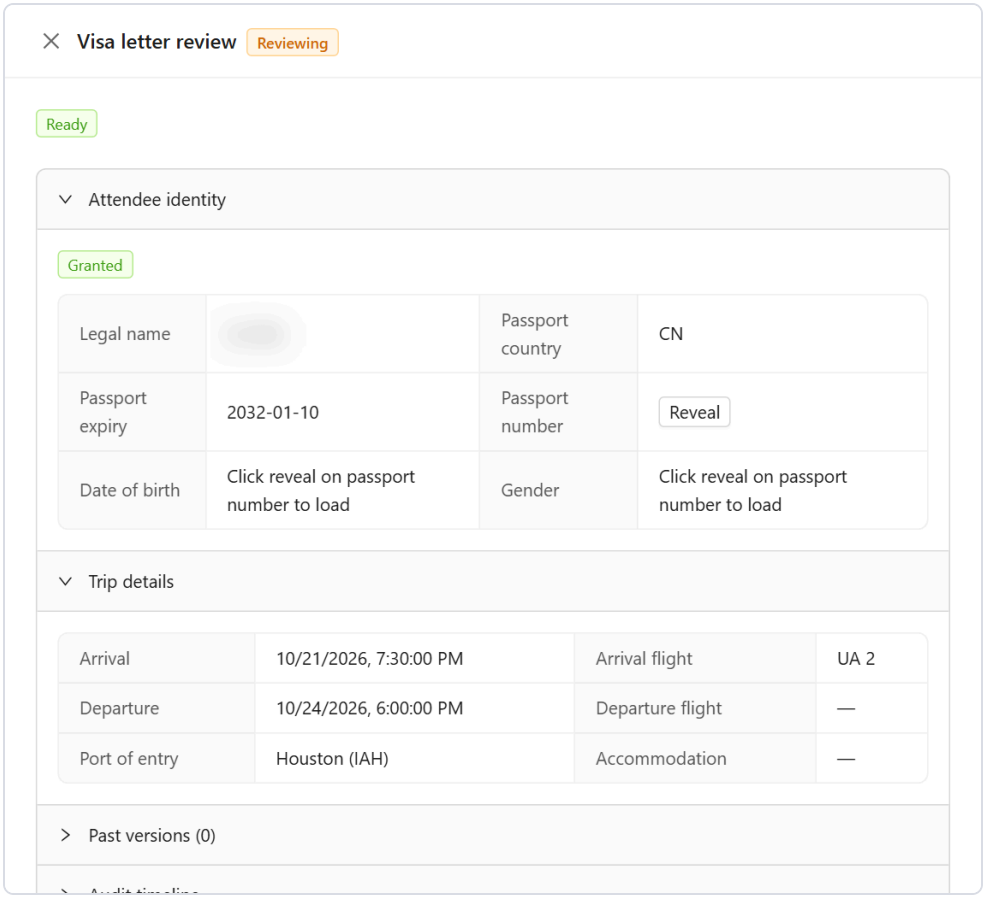

Review drawer with Passport details missing, the Request details and Enter passport details buttons, and trip details

**Entering details for the applicant.** Every field is required; the passport number is stored encrypted and never shown again, and the attestation box records that the person consented.



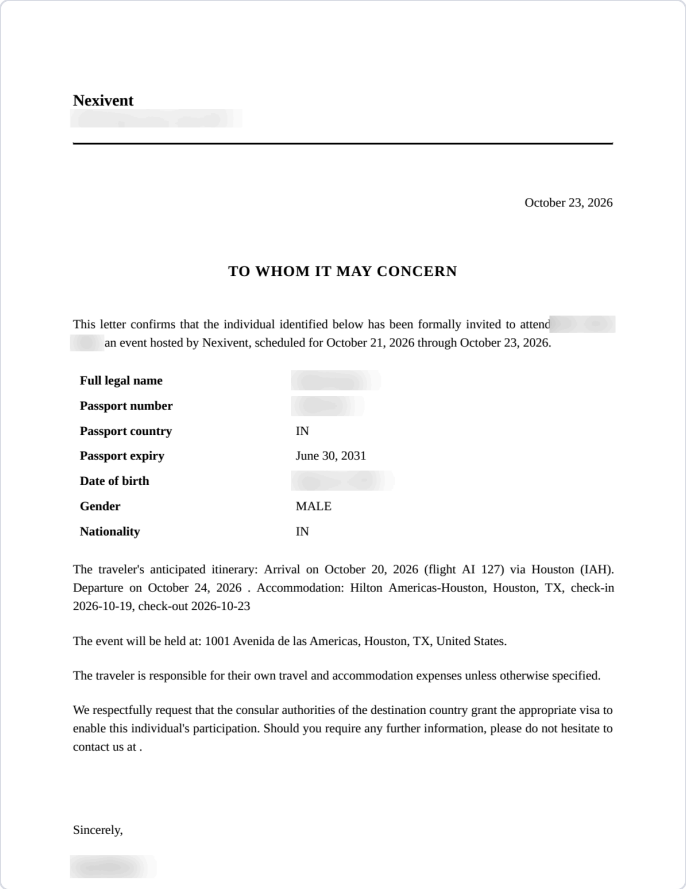

Enter passport details form with legal name, passport number, issuing country, nationality, date of birth, gender, expiry and the consent attestation

**Step 4–5: ready to send.** With details and consent on file the tag turns Ready, the identity shows as Granted, and Approve & send is enabled.




Review drawer showing Ready, Granted identity with a Reveal button for the passport number, and trip details

**The letter the applicant receives.** Identity table, itinerary with hotel, venue address, the financial paragraph and the signer; the letter number and verification QR sit in the footer.



**Nexivent**

October 23, 2026

**TO WHOM IT MAY CONCERN**

This letter confirms that the individual identified below has been formally invited to attend an event hosted by Nexivent, scheduled for October 21, 2026 through October 23, 2026.

| | |
|---|---|
| **Full legal name** | |
| **Passport number** | |
| **Passport country** | IN |
| **Passport expiry** | June 30, 2031 |
| **Date of birth** | |
| **Gender** | MALE |
| **Nationality** | IN |

The traveler's anticipated itinerary: Arrival on October 20, 2026 (flight AI 127) via Houston (IAH). Departure on October 24, 2026 . Accommodation: Hilton Americas-Houston, Houston, TX, check-in 2026-10-19, check-out 2026-10-23

The event will be held at: 1001 Avenida de las Americas, Houston, TX, United States.

The traveler is responsible for their own travel and accommodation expenses unless otherwise specified.

We respectfully request that the consular authorities of the destination country grant the appropriate visa to enable this individual's participation. Should you require any further information, please do not hesitate to contact us at .

Sincerely,

Sample visa invitation letter PDF for a sample event (personal details blurred)

## Handling everything for the applicant

Your team can run a letter end to end without the applicant logging in or doing anything; they simply receive the letter by email.

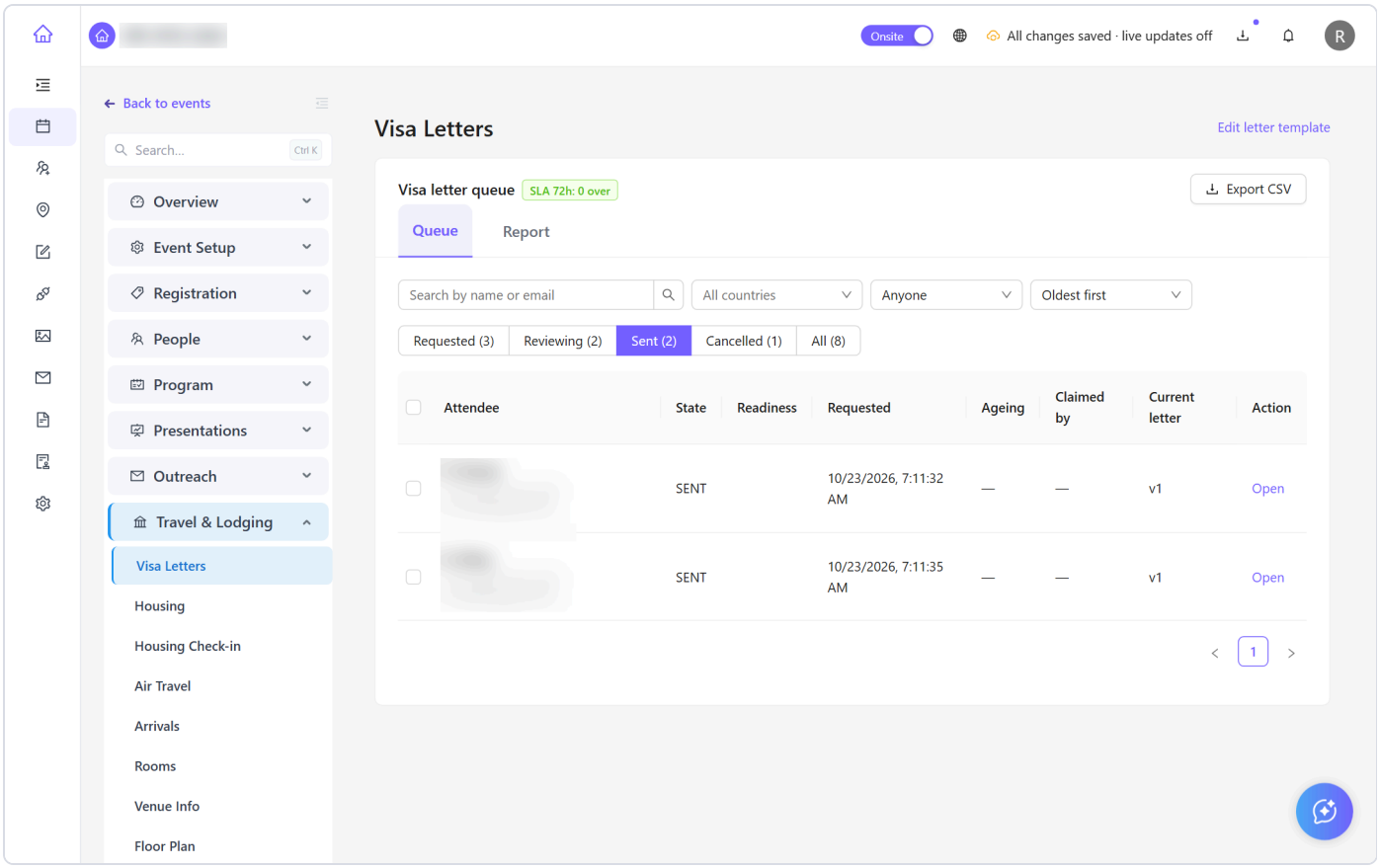
1. **Add the person** on Travel & Lodging > Travellers (or open their registration if they registered).
2. **Request visa letter** on that person. The request appears in Visa Letters.
3. **Claim & review** the request.
4. **Enter passport details** from the copy of the passport they sent you, and tick the attestation that they consented. The tag turns Ready.
5. **Review** the narrative and who pays for travel and stay, then **Approve & send**.
6. The applicant receives the PDF by email. You can also download it from the drawer and send it yourselves, and embassies verify it with the QR code.

If you would rather the applicant enter their own details, use **Request details** instead of step 4: they get a secure link, add their passport and consent, and the request turns Ready for you to send.

## States and readiness

The queue tabs filter by state; the readiness tag only shows on open requests.

| State or tag | Meaning | Next action (button label) |
|---|---|---|
| Requested | New, nobody has picked it up | Claim & review |
| Reviewing + Passport details missing | Claimed; no passport data on file | Add passport details |
| Reviewing + Consent missing | Passport on file; the person has not agreed to share it for this event | Get consent |
| Reviewing + Ready | Everything needed is on file | Review & send |
| Sent | Letter emailed; PDF and verification code exist | View letter |
| Cancelled | Closed with a reason; can be reopened | View |




The Sent tab: two letters sent, each on version 1 with an Open action to view the PDF

Ageing turns amber and then red as a request waits past the turnaround target, and a **No registration** tag marks requests raised from Travellers.

## Bulk send, verification and reporting

- **Bulk approve & send.** Select rows and send them together; a progress drawer shows each one, and failures can be retried. Rows that are not ready are skipped and listed with the reason.
- **Verification.** Each letter has a number and a QR code. Scanning it opens a public page that confirms the letter is genuine, for whom, and for which event. Embassies use this instead of calling you.
- **Embassy pack.** One PDF with the letter, event details and hotel confirmation, for applicants whose embassy asks for supporting documents.
- **Export and report.** Export CSV downloads the filtered queue. The Report tab shows requests by country and state and turnaround times.

## People without a registration

Visa letters work for anyone added on **Travellers**, so the service can be sold to a client whose registration runs elsewhere.

1. Create the event with its dates and venue address (the letter prints both).
2. Add each applicant on Travellers, or pull in speakers, team or exhibitor staff.
3. Click **Request visa letter** on the traveller.
4. Enter their passport details with the attestation, or send them the details request.
5. Approve & send from the traveller's drawer or from the queue.

Every step can be done by your team on the applicant's behalf, so this works as a fully managed service: the applicant only sends you a copy of their passport and receives the letter.

## Consent, data and permissions

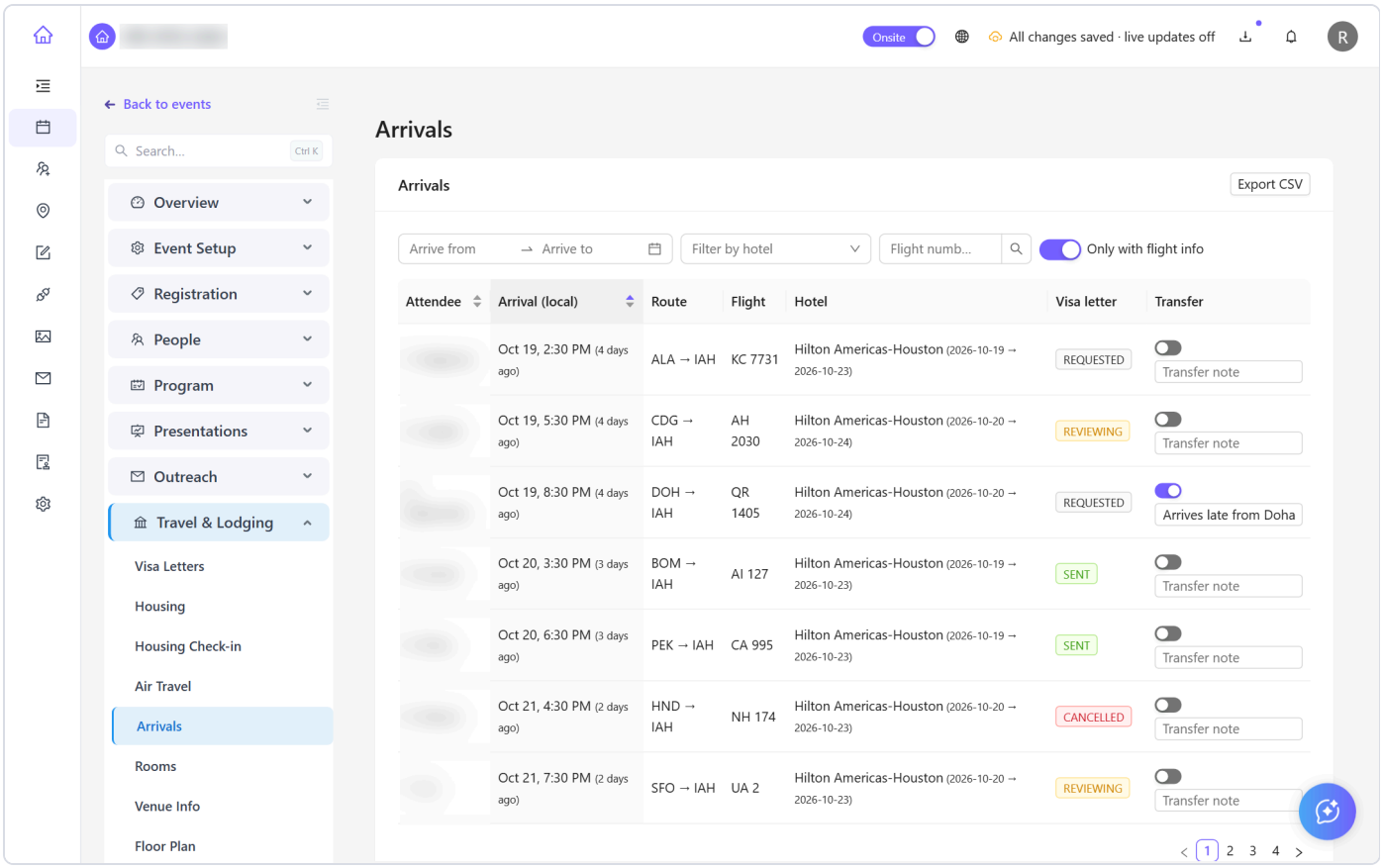
- **Passport data is the traveller's, not the event's.** It sits in an encrypted traveller profile. An organization can use it only while the person's consent (a grant) is active; the person can revoke it from their account.
- **Organizer-entered details** create the profile and an attested grant in one step. The attestation is logged with who entered it and when.
- **Revealing a passport number** in the drawer is a deliberate, audited action.
- **Retention** purges passport snapshots, letter PDFs and travel data on the schedule set in Settings > Travel & visa data. Data-subject export and erasure cover all of it.
- **Permissions.** Event admins can work the queue; the visa-officer permission grants queue access alone. The public verification page shows only what the letter already states.

## Walkthrough

A tour of the screens in the order you would use them.

1. **Travel & Lodging > Overview.** Counts, how visa letters work, and the setup checklist.

2. **Visa Letters.** Status tabs with counts, the country filter and the turnaround badge. Open a Requested row with **Claim & review**.
3. **Readiness.** If passport details are missing, use **Enter passport details** (or **Request details**). The tag turns Ready.
4. **Review.** Adjust the narrative paragraph, preview the PDF, then **Approve & send**.
5. **Letter.** Open the PDF to see the letter number and QR code, then open the verification link to see what an embassy sees.
6. **Other states.** A cancelled request (for example a visa-waiver traveller) and a request returned to the applicant with a reason.
7. **Without a registration.** A traveller added on Travellers carries a No registration tag in the queue and is handled the same way.
8. **Around the letter.** Arrivals shows flights, hotel and visa state on one board; Housing, Group Air and Ground Transport cover the rest of the trip.




Arrivals board: flights, hotel and visa state per traveller on one page

## Troubleshooting

| You see | Why | Fix |
|---|---|---|
| Approve & send fails: no traveler profile | Passport details were never entered | Enter passport details, or request them from the traveller |
| Approve & send fails: consent missing | Profile exists but no active consent for your organization | Request details (the link asks for consent), or re-enter with the attestation |
| Nationality shows Unknown | The applicant gave none at registration | Set it in Enter passport details; it also fixes the rule shown |
| Letter prints without the venue | The event has no venue address | Add the address in Event Setup and Regenerate |
| Letter has no contact email | The organization has no business email | Add it in Settings > Organization; new letters pick it up |
| Applicant says the letter never arrived | Email bounced or went to spam | Use Retry send, or download the PDF from the drawer and send it directly |