



Royal Caribbean Group

VISA APPLICATION TOOL (VAT) AND VISA FREQUENTLY ASKED QUESTIONS

1. What is Visa Automation Tool (VAT)?

Visa Automation Tool is an online tool designed to replace the submission of physical visa application forms to our RCM Manila office. The tool can be used for all visas, with the exception of Schengen for Italy and Spain, and China Visa, which still required paper applications.

2. How do I start my visa application using VAT?

Your application will be triggered by the Crew Readiness Team (CRT) once you have an active assignment that requires a visa at your entry port. This should be at least 90 days from your joining date.

3. Can I initiate my visa application using the Visa Application tool?

No. Only CRT can initiate your application in the tool. You will receive an email once your application is initiated. Please Check your inbox often. Make sure we have the correct email address on file.

4. I am joining in less than 90 days, but I still cannot complete my VAT application because I can't access the pencil icon.

Our PHL Visa Support team can assist you, please log in to [MyRCLHome](#)>RCLCrewTravel, select the email icon available on the right side of the screen, choose Visa concern from the drop-down menu.

5. I have an active application in VAT but I cannot submit or complete the form or visa page is not loading.

Check the following in order to successfully submit your application:

- All required fields (in asterisk) are filled-out
- Your photo file size must not exceed 15 MB

6. My details in VAT are incorrect and I cannot edit them in CTRAC

Please use the link below to submit a JIRA ticket (select Service Request). Our HR service desk team will respond to your concern within 24-36 hours

<https://royalcaribbeancruiselines.atlassian.net/servicedesk/customer/portals>

7. I do not have VAT in my MyRCLHome and I'm encountering technical issues

Please use the link below to submit a JIRA ticket (select Service Request). Our HR service desk team will respond to your concern within 24-36 hours

<https://royalcaribbeancruiselines.atlassian.net/servicedesk/customer/portals>

8. My visa application record is blank or not loading

Please use the link below to submit a JIRA ticket (select Service Request). Our HR service desk team will respond to your concern within 24-36 hours

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9. I cannot access VAT in the mobile app

Visa ApplicationTool is not accessible through the mobile app. Please log in to MyRCLHome.com to access VAT.

10. My passport and/or seaman's book expired or will will expire soon. Can I still fill out the form?

No. If your passport and/or seaman's book expired or will expire within a year, you must renew your documents before you complete your application form.

11. I already filled out the form in VAT, do I need to submit visa requirements?

Yes, after filling out the form, the next step is to submit your visa requirements at the RCM office.

12. I don't have a scanned copy of my photo, can I upload a selfie picture for my C1D visa?

No, you have to upload a scanned copy of a recent 2x2 photo. The Embassy is very strict in terms of the photo requirements. Please refer to the Visa Tool Guidelines for your reference.

13. I am joining in a Spanish port; where can I complete my visa application if not in VAT?

Spain Visa requires the actual visa application form to be submitted at a Visa Application Center.

Please fill out the visa application form corresponding to your status (new hire or returning) and submit all the requirements to RCM as early as possible (at least 45 days before your joining date).

- For new hires - <https://rclcrewtravel.com/images/CrewGuide/Visa/SpainVisaPackageNewHire.pdf>
- For returning crew - <https://rclcrewtravel.com/images/CrewGuide/Visa/SpainVisaPackageReturning.pdf>

14. I am joining in an Italian port; where can I complete my visa application if not in VAT?

Italy requires the actual visa application form to be submitted at a Visa Application Center.

Please fill out the visa application form below and submit all requirements to RCM as early as possible (at least 45 days before your joining date).

- Italy Visa Package: https://rclcrewtravel.com/images/CrewGuide/Visa/Italy_Visa_Package_042623.pdf

15. How long is the processing time for a US C1D visa?

Typically, US visa processing takes 7–10 business days. However, considering the high volume of applicants, it can take up to 13 business days for your visa to be ready at RCM.

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16. Where can I follow up on my C1D visa status and release?

The RCM Team will send you a release notification via the EASE tool once your visa is available at RCM. Please allow a minimum of 13 business days after your appointment date or embassy appearance (weekends and PHL and US holidays are not included) before following up.

17. I am joining Europe; how long will it take to process my Schengen visa?

Typically, Schengen visa processing takes 10–15 business days. However, it is to the discretion of the Embassy if an application requires further evaluation. Therefore, we highly encourage you to submit your POEA contract and other visa requirements to RCM at least 45 days from your joining date.

18. I am joining a vessel in the United Kingdom; how long will it take to process my UK visa?

UK visa processing takes 30–45 business days. Please submit your POEA and other visa requirements to RCM at least 60 days before your joining date.

19. My ship assignment is in Dublin, Republic of Ireland. What visa will I apply for? Can I use my UK visa?

Dublin, Ireland, is not a part of the United Kingdom. You should apply for an Irish Visa.

20. I am joining in Belfast, Northern Ireland. What visa will I apply for?

You need to apply for a UK visa if you are joining in this port. Northern Ireland is part of the territory of the United Kingdom.

21. My scheduler issued my LOE for joining in Kotor, Montenegro. Will I need a visa?

Only crew with a valid visa issued by the US, Canada, or Schengen countries can join in Montenegro via OK-To-Board.

22. I have a previous C1D appointment with another agency; what shall I do for RCG to secure my new appointment?

If you have an active appointment with another agency, you will need to cancel it first. We will not be able to secure an appointment for you until you cancel your existing appointment. This applies to both B1B2 and C1D.

23. I am joining a port that requires a visa. I do not have available funds for the visa fee.

The company pays for all visas fees needed by our crew members for their assignments. You will be provided with instructions during the visa application process.

24. How long do I have to wait for my C1D appointment?

We aim to schedule all our crew C1D appointments as early as possible, or at least 45 days from their joining date. Due to limited slots and the high volume of applicants, sometimes takes longer than expected. We appreciate your patience

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25. I am still in the process of completing my documents to complete my POEA. Do I need my POEA to schedule my US C1D?

Only US C1D visas can be secured and processed without POEA. Provided you have a valid passport within 12 months.

26. I am a returning crew member; do I need to attend the DS160 Self Service session to complete my DS160?

Yes, attending this session is a **MUST** to avoid cancellation of your visa appointment. All crew members, new and returning, must attend this session once they receive an invite.

27. Do we need to pick up our visa kit on the schedule given to us, or can we request another date?

To minimize no-shows and last-minute cancellations, we ask everyone to attend on the date provided. If you are unable to make it due to a valid reason, let the team member who sent you the appointment notice know as soon as possible. Note that we cannot guarantee how soon we will have a new appointment available.

28. I received a notification for my C1D appointment, but I have declined my assignment as I am not ready yet.

If you have declined your assignment but have a C1D visa appointment, please let us know right away so we can cancel it. Failure to do this would mean you are non-compliant, which may impact your future assignments.

29. Can I request an appointment for my Schengen Visa and/or UK visa even with incomplete documents or POEA?

No, you cannot. Only crew with complete documents (POEA and visa package) submitted at RCM can request an appointment. This is to avoid cancellations of appointments from the embassy that may compromise our accreditation.

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