

Frequently Asked Questions

General Information

1) What is a visa?

A citizen of a foreign country who seeks to enter the United States generally must first obtain a U.S. visa, which is placed in the traveler's passport, a travel document issued by the traveler's country of citizenship.

Having a U.S. visa allows you to travel to a port of entry, airport or land border crossing, and request permission of the Department of Homeland Security (DHS), Customs and Border Protection (CBP) inspector to enter the United States. While having a visa does not guarantee entry to the United States, it does indicate a consular officer at a U.S. Embassy or Consulate abroad has determined you are eligible to seek entry for that specific purpose. DHS/CBP inspectors are responsible for admission of travelers to the United States, for a specified status and period of time. DHS also has responsibility for immigration matters while you are present in the United States.

2) Can I apply for a visa at the U.S. Consulate General in Surabaya?

Indonesians and third-country nationals may apply for non-immigrant visas at the Consulate General in Surabaya. All immigrant visas and matters concerning lawful permanent residents are handled by the U.S. Embassy in Jakarta. Please visit www.jakarta.usembassy.gov for more information regarding immigrant visas or email JakIV@state.gov.

Note that the U.S. Consular Agency in Bali does not provide visa services and has no role in the visa application process. Please do not contact the Consular Agency with visa-related inquiries.

3) What type of visa should I apply for?

The purpose of your intended travel and other facts will determine what type of visa is required under U.S. immigration law. As a visa applicant, you will need to establish that you meet all requirements to receive the category of visa for which you are applying. When you apply, a consular officer will determine whether you are eligible to receive a visa based on U.S. law, and if so, which visa category is appropriate.

For more information on visa types, please visit <http://travel.state.gov/content/visas/en/general/all-visa-categories.html>

4) I am a U.S. citizen with dual citizenship. Which passport should I use to travel to the United States? Do I need a visa?

U.S. citizens, even dual citizens/nationals, must enter and depart the United States using a U.S. passport. You do not need a visa to visit the United States.

5) Where can I find more information about visas?

Additional, free information is available on U.S. government websites, including www.travel.state.gov (Department of State, which is responsible for visas) and www.dhs.gov (Department of Homeland Security (DHS), which is responsible for entry and stays in the United States). Our role is to provide general information and make a decision on your visa application. We are forbidden by law from assisting you to qualify for a visa or entry, which is your responsibility alone. We have limited ability to answer individual questions and we insist that you attempt to find the answer yourself first. Ultimately, the only way for you to learn if you are qualified for a visa is to apply.

The Application Process

6) How do I apply for a visa?

The entire application process, except for the in-person interview, can be completed online at www.ustraveldocs.com/id.

The application process generally consists of three parts: (1) the application (DS-160), (2) payment, and (3) the in-person interview. For more information on each of these steps, please visit www.ustraveldocs.com/id.

7) My passport has expired but the U.S. visa in it is still valid. Do I need to apply for a new visa?

No. If your visa is still valid and unmarked or undamaged, you can travel with your two passports together (old and new), if the purpose of your travel matches your current visa. Also, the name and other personal data must be the same in both passports, and both passports must be from the same country.

Please do not cut or remove your valid U.S. visa from your old passport. Applicants with damaged or removed visas will need to apply for a new visa at full cost.

8) I have a nonimmigrant visa that will expire soon and I would like to renew it. Do I need go through the whole visa application process again?

Yes, each visa application is a separate process and you need to apply again. You may be qualified to renew your visa without an interview through the Interview Waiver Program (IWP). Please see the requirements for IWP below:

1. I am an Indonesian passport holder.
2. I was previously issued, in Jakarta or Surabaya, a full validity Business/Tourism (B1/B2), Student (F), Exchange Visitor (J) or Transit and Crew (C and C1/D) visa in 2008 or later
**The visa must be issued in an Indonesian passport.*
3. I am applying for the same type of visa as my current or expired visa.
(Example: you had an F-1 student visa and wish to apply for another F-1 student visa.)
4. I was at least 14 years of age or older at the time the previous visa was issued.
5. My visa was issued in 2008 or later.
6. I have all of my passports covering the entire period of time since I received the full-validity visa.
(NOTE: If your answer is yes, you are required to submit your current passport as well as the passport with the most recent U.S. visa).
7. I have not been refused a U.S. visa in the last twelve months.
(NOTE: All previous visa refusals, even if later approved, must be disclosed on the DS-160 visa application).
8. I have never stayed in the U.S. longer than 6 months on a B1/B2 visa (even if the Department of Homeland Security approved the extension of stay).
9. I have never been arrested or convicted for any offense or crime, even if subject of a pardon.



9) How do I submit the payment for my visa application?

You can pay the visa fee at any CIMB Niaga branch or via Electronic Funds Transfer (EFT) through your own bank. Not all banks in Indonesia can process online EFTs. For those banks that do not have Bank of America in their online beneficiary list, applicants can visit the nearest branch of their bank to make an EFT.

More information about visa fees, including current fee amounts for respective visa types, is available at www.ustraveldocs.com/id.

10) I am applying with my family. How many applications should we fill out?

An application and visa fee are required for each applicant, including minor children and infants. Therefore, if a family of five is applying, the family should fill out five separate applications and make five fee payments.

11) How do I schedule an appointment for my interview?

After you have paid the visa fee, you may use your payment receipt number or virtual account number to schedule an appointment online at www.ustraveldocs.com/id. Appointments are available on Monday through Friday mornings.

12) Who can help with my online application, payment, or scheduling?

If you have problems or questions regarding the online application process—including making a payment, scheduling an appointment, unlocking your account, or more—please contact the Call Center at +62 021-8964-5695 or via email at support-indonesia@ustraveldocs.com.

Please do not contact the Consulate General with questions regarding your online application, payment, or scheduling.

The Interview

13) Do all applicants have to come to the Consulate General for fingerprinting and an interview?

Yes, for most applicants. There following are the only exceptions to the interview requirement:

- Applicants younger than 14 years or older than 80 years.
- Applicants for A1, A2 (official travelers on central government business), C2, C3 (central government officials in transit on central government business) or G1, G2, G3, G4 (central government officials traveling in connection with an international organization, or employees of an international organization).
- Applicants who qualify for the Interview Waiver Program (see Question 8 above).

14) What should I bring to my interview?

Each NIV applicant must bring the following documents:

- Appointment confirmation page
- Passport valid for 6 months beyond your initial entry into United States
- Visa fee payment receipt
- DS-160 confirmation page with barcode
- One front-view, color 5cm x 5cm photograph with a white background. The photo should be taken within the last 6 months.
- *Students or exchange visitors (visa class F, M and J):*

- Original I-20 or DS-2019,
 - SEVIS fee receipt (paid online at www.fmjfee.com)
 - Proof of funds to pay at least the first year's study and living costs
- *Temporary workers or intra-company transferees (visa class H, L, O, P or Q):*
 - Notice of Action (I-797)
 - If you were previously in the United States, any documents attesting to your immigration or visa status, particularly any official documents from Department of Homeland Security (DHS)
 - Criminal/court records pertaining to any arrest or conviction anywhere, even if you completed your sentence or were later pardoned
 - Parents applying for minor children should bring their family cards and birth certificates

The following documents are not required by regulation, but may allow the adjudicating officer to evaluate your application more quickly. Please bring originals, not copies:

- Proof of income, pay slips, tax payments, property or business ownership, or assets, such as bank books, bank statements or certificates of deposit
- Letter from employer detailing your position, salary, how long you have been employed; any authorized vacation; and the business purpose, if any, of your U.S. travel
- Travel itinerary for your planned trip

15) How do I know if my visa has been approved?

The adjudicating officer will inform you after your interview whether your visa has been approved. Applicants whose visa applications have been approved do not receive a receipt or other confirmation after the interview. The passports of successful applicants will remain at the Consulate for processing and visa printing and will be returned via courier.

Applicants whose visas applications have been refused will receive their passports and a letter giving the reason for the refusal under U.S. immigration law immediately after the interview.

16) Why might I not qualify for a visa?

The vast majority of applications are approved. Some applicants are ineligible, however, because they are not qualified to receive a visa under U.S. immigration law. Others are ineligible because their purpose of travel is inconsistent with a nonimmigrant visa or the visa type for which they have applied. U.S. law makes clear that the burden of proving visa eligibility rests only on the applicant and no one can guarantee that an applicant is qualified.

Under the law, all temporary visitors (B-1/B-2), students (F), exchange visitors (J), and some other visa applicants must prove that they have a residence abroad they do not intend to abandon. A residence abroad does not simply mean an address or a house. It means a complete life, including social, economic or family ties that force a reasonable person in the applicant's

situation to return home after a temporary stay in the United States. The adjudicating officer will determine whether you have sufficiently demonstrated these “ties” in your visa application.

17) How can an applicant prove “ties” to qualify for a visa?

“Ties” are the various aspects of an individual's life that bind him or her to a particular place, such as a job, family, responsibilities, station in life or assets. Because each applicant’s situation is unique, it is difficult to say specifically what evidence of ties is likely to be convincing. We look for the following information:

- Employment, length of time on the job, salary, responsibilities.
- Financial assets not just to show sufficient funds to pay for a trip or study, but also to prove that an applicant has no reason to work unlawfully in the United States. Large amounts are less relevant than a solid financial or banking history over time, with regular deposits and withdrawals.
- Self-employed applicants may have a history of profitable contracts, invoices, bills of lading, accountant's reports, tax returns and bank records showing regular, steady business activity.
- Applicants going for short-term study or training should explain their plans how they fit with their future plans here. If the applicant does not speak English, the U.S. school should explain how the applicant will overcome language deficiency.
- Applicants should be prepared to explain the purpose of the trip in detail, who they plan to visit, and how their trip will benefit their business. Letters from U.S. contacts can help.

Letters of guarantee, even for close relatives, are of no help as they carry no weight under U.S. law. Sponsorship letters from U.S. citizens also carry no weight. We are required to look at the applicant's own situation and decide if he or she meets the requirements and intent of the law.

18) My visa application was refused. Can I apply again?

We recommend that you reapply only after your current circumstances have changed significantly or if there are relevant facts that you did not present at your initial interview. If you choose to reapply, you must fill out a new application, pay the visa fee again, and schedule a new appointment for a personal interview.

19) What is “administrative processing?”

Very few organizations can make an immediate decision on an important application. We are pleased to offer quick decisions on most visa applications at the time of their appointment. As is common in other situations, some visa applications require more a more thorough review, regardless of the applicant’s prior visas, pressure from outside contacts or urgent need to travel. We inform applicants in writing during their appointment of any need for “administrative processing.” Most “administrative processing” is resolved within a few weeks, but the timing will vary depending on individual circumstances, and we cannot predict in advance how long it

may take. We urge all NIV applicants to apply early, well in advance of their desired travel dates.

20) Additional advice about the nonimmigrant visa appointment:

- Don't be nervous. Our goal is to politely and efficiently process your visa. Please remember that the vast majority of Indonesian applicants qualify for non-immigrant visas.
- You don't need a letter of guarantee. Under U.S. law, no one in Indonesia, the U.S. or elsewhere, regardless of their relationship to the applicant or their rank, can guarantee you for a U.S. visa. Each applicant is considered based on his or her own situation.
- Do not present false documents or statements, or use a fixer or facilitator. Each applicant is personally responsible for the entire nonimmigrant visa application, documents and statements, even if another person helps prepare your application. Making false statements to a U.S. government official is a felony and you will be permanently ineligible for a U.S. visa. In addition, any NIV applicant who gives false documents is turned over to Indonesian police.
- Remember that a visitor (B) visa is only for a brief, temporary stay in the United States. It does not give the applicant the right to work, study, reside or change to some other status. There are specific visas for other purposes, and U.S. law requires that you enter the United States with the correct visa in hand.
- Come by yourself. Family, friends, co-workers or employers (including U.S. citizens) who are not applying for a visa themselves will not be allowed to enter the Embassy facility with you.
- Applicant may be accompanied by one additional person in the event that they are :
 - disabled
 - over 79 years old
 - under 18 years old
 - need a translator
 - a domestic helper accompanied by employer

After You Receive Your Visa

21) How do I read and understand my visa?

As soon as you receive your visa, check to make sure all your personal information printed on the visa is correct. If any of the information on your visa does not match the information in your passport or is otherwise incorrect, please contact us right away. If the mistake was our fault, we will fix it quickly and without charge.

The expiration date of your visa is the last day you may use the visa to enter the United States. It does not indicate how long you may stay in the United States. Your stay is determined by DHS

at your port of entry. Your visa may expire while you are in the United States. As long as you comply with the DHS decision on the conditions of your stay, you should have no problem.

22) What will happen when I enter the U.S.?

Your airline should give you a blank I-94 (or I-94W for visa waiver travelers) and a Customs Declaration form 6059B. Each traveler must complete the I-94; only one Customs Declaration is required for a family traveling together.

Upon entry, a DHS officer will take your fingerprints and photo, and interview you about your eligibility to enter the United States. Remember that a visa only allows you to seek entry, the entry decision and conditions are made solely by a DHS officer. More complete information is available on the DHS website for [U.S. Customs and Border Protection](#).

Take a minute to look I-94 in your passport. It will tell you how long you are permitted to stay. Tourists are typically allowed up to six months. Some travelers, such as students, are admitted for the duration of their studies. If you need to stay longer than first allowed, you must make an [application to extend your stay](#) with DHS's U.S. Citizenship and Immigration Services (USCIS) **before** your legal stay expires. Should you violate the terms of your entry you may be subject to sanctions, including arrest, deportation and permanent visa ineligibility.

23) My visa will expire while I am in the United States. Is there a problem with that?

You may stay in the U.S. for the period of time and conditions authorized by the DHS officer when you were admitted, which will be noted on the I-94, even if your visa expires during your stay.

24) My passport with my visa was stolen, what should I do?

If your passport with a U.S. visa is lost or stolen while you are in the United States, see [Lost and Stolen Passports, Visas, and Arrival-Departure Records \(Form I-94\)](#) at www.travel.state.gov. If you are outside the United States., e-mail us at ConSurabaya@state.gov, listing your full name as written in your passport, date and country of birth, and any information about your visa. You must apply in the normal manner to replace a lost or stolen visa. Please be prepared to explain what happened to your old visa and bring a police report.

Please report your lost/stolen visa immediately, so we can cancel your visa and prevent somebody else from using it.