



U.S. Department of State Passport Services

IMPORTANT NOTICE TO PASSPORT ACCEPTANCE AGENTS

April 17, 2020

Update to Passport Services Operations

Because of public health measures to prevent the spread of COVID-19, we have very limited U.S. passport operations. Our passport agencies are closed to the public and can only serve customers with a qualified life or death emergency and who need a passport for immediate international travel within 72 hours.

Customers Applying for Passports

Customers can still apply at a passport acceptance facility for **routine service only**. However, Passport Services will not be able to meet its commitment of 6-8 weeks door-to-door for routine service. Customers should **expect significant delays** beyond the time period it normally takes to receive their passport and citizenship evidence documents. Passport Services ceased offering expedited service on March 19.

Important Notes:

- Your facility must not accept applications with payments to the Department that include the \$60 expedited service fee. You must return all documents to the customer and advise them to come back to your facility when they have the correct amount for the payment to the Department.
- You must advise the customer that the normal processing time of 6-8 weeks for routine service has been suspended and that they should expect significant delays beyond this timeframe.
- You should refer the customer to travel.state.gov for the latest information on Passport Services Operations.
- Please print out the attached communication and have it available to customers visiting your facility.

Communicating with your Customer Service Manager(s)

- You may continue to communicate with your Customer Service Manager(s) by e-mail, but please note that there will be a delay in receiving a response to your inquiry.
- All information on properly executing/accepting a passport application is located in the Passport Agents Reference Guide (PARG).
- Do not contact the National Passport Information Center for assistance in executing/accepting a passport application. The customer service representatives at the contact center only provide general information to customers on how to apply for a passport. They do not have access to the PARG and have not been trained on passport acceptance.

We thank you for your support, patience, and understanding during these challenging times. Stay safe and stay well.