



U.S. Department of State
Passport Services

IMPORTANT NOTICE TO PASSPORT ACCEPTANCE AGENTS

April 2, 2021

Passport Status Update – Advisory to Passport Customers

When customers apply at your passport acceptance facility, please advise them that it may take up to 4 weeks from the day they apply to receive a status on their application. During these 4 weeks, the application is delivered to a mail facility, the payment is processed, and the application is scanned and sent to Passport Services for processing.

Customers who check status of their application online at travel.state.gov **prior to 4 weeks** from the date they applied may receive a response of “Not Found”. This means that the application is still in transit to one of our passport agencies and centers.

Also, please make sure your facility has the current processing times on your website and all posted materials for customers.

- **Routine Service: 10 to 12 weeks.**
- **Expedited Service: 4 to 6 weeks.**

Advise customers that they should pay the additional \$60 expedited service fee if they wish to receive their passport in less than 10 to 12 weeks.

Processing times can change at any time so it is important that your facility keeps up-to-date by immediately distributing notices sent to you by Passport Services and by frequently checking travel.state.gov.

Please feel free to contact your regional Customer Service Manager(s) with any questions about this notice.