



## **PASSPORT DELAY UPDATE 7/23/21**

### **What is the current status of passport operations?**

#### **What to Expect:**

- **Mail delays are impacting when we receive passport applications for processing. Our processing times begin the day we receive your application, not the day you mail it.**
- **Routine service can take up to 18 weeks from the day an application is submitted to the day a new passport is received. The 18-week timeframe includes up to 12 weeks for processing and up to 6 weeks for mailing times on the front and back end.**
- **Expedite service (for an additional \$60) can take up to 12 weeks from the day an application is submitted to the day a new passport is received. The 12-week timeframe includes up to 6 weeks for processing and up to 6 weeks for mailing times on the front and back end.**

#### **We suggest you:**

- **Send your application to us via trackable mail, so you can track your application before it enters our system. This can be done whether applying at an acceptance facility or by mail.**
- **Pay an extra \$17.56 for 1-2 day delivery for the return of your completed passport.**

**Use Self-Service Tools Online:** You can get your questions answered immediately by using one of the self-service tools available on our site. Check [online](#) for your passport status. Customer service representatives will not give status updates over the phone.

**Planning to Travel? Apply Early!** Apply at least six months before planned travel. Due to limited availability for urgent travel appointments, we cannot guarantee you can receive in-person service at a passport agency or center. We are prioritizing customers with life-or-death emergencies. We do not charge a fee to make an appointment. Visit our [Passport Agency and Center page](#) to learn more.

**Appointments are Limited, Must Be Scheduled by Phone:** Call [1-877-487-2778](tel:1-877-487-2778) or [1-888-874-7793](tel:1-888-874-7793) [TDD/TTY](#) from 8:00 a.m. to 10:00 p.m. ET, Mondays through Fridays. Our appointment line is closed on weekends and federal holidays.

We temporarily disabled the online appointment booking system to ensure our very limited appointments go to applicants who need them for urgent travel. You will need wait to speak to a customer service representative to book an appointment. [Learn more](#) to see if you qualify for an appointment.

**Renew By Mail:** Adults with 10-year passports can [renew](#) them by mail instead of appearing in person.