



## U.S. Department of State Passport Services

### **IMPORTANT NOTICE TO PASSPORT ACCEPTANCE AGENTS**

**June 17, 2021**

#### **Updated Information on Service Times**

Mail delays are impacting when we receive passport applications for processing. Our processing times begin the day we receive an application, not the day it is mailed.

With this in mind, the service times are as follows:

- Routine service can take up to 18 weeks from the day an application is submitted at an acceptance facility or renewed through the mail to the day a new passport is received by the customer. The 18-week timeframe includes up to 12 weeks for processing at the passport agency and up to 6 weeks for mailing times on the front and back end.
- Expedited service (for an additional \$60) can take up to 12 weeks from the day an application is submitted at an acceptance facility or renewed through the mail to the day a new passport is received by the customer. 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.
- For faster mailing times, customers may opt to pay for 1-2 day delivery service for applications mailed to Passport Services and for the mailing of their new passport.

Customers who have a life-or-death emergency or urgent travel within 3 business days should visit our website at [travel.state.gov](http://travel.state.gov) for information on how we can assist them.

Please contact your Regional Customer Service Manager(s) if you have additional questions.

We thank you for your continued support during these unprecedented times.