



U.S. Department of State Passport Services

IMPORTANT NOTICE TO PASSPORT ACCEPTANCE AGENTS September 28, 2020

Resumption of Processing Times for Routine and Expedited Service

Effective September 28, 2020, Passport Services will resume processing times for routine and expedited services. The processing times are as follows:

- **Routine Service:** 10 to 12 weeks, door-to-door, from date of application.
- **Expedited Service:** 4 to 6 weeks, door-to-door, from date of application. Expedited service costs an additional \$60 and should be included with the passport fees *at the time of application*.

If a customer applies for their passport with routine service and needs it more quickly than 10 to 12 weeks, they can contact the National Passport Information Center (NPIC) for assistance.

At this time, expedited service is only offered to customers who apply at a passport acceptance facility or renew their passport through the mail. Until further notice, passport agencies will only serve customers in person who have a life or death emergency and are traveling within 3 business days.

For customers who want their passport in less than 10 weeks, acceptance agents should recommend expedited service at the time of application.

Customers can check the status of their application online at travel.state.gov or by calling NPIC at 1-877-487-2778.

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

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