

2025 Passport Services FAQs for Staffers

How long does it take to get a passport?

Processing times can vary throughout the year. Our processing times begin the day we receive your constituent's application at the agency, not the day they submit their application. Mailing times may add two weeks to the total time it takes to receive a passport. See current processing times:

travel.state.gov/processingtimes.

My constituent has urgent travel in 2 weeks; can they get their passport in time?

Those with urgent travel, in 2 weeks or less, must apply in person at a passport agency near them. Your constituent check availability and book an appointment online at passportappointment.travel.state.gov, or by calling the National Passport Information Center: 1-877-487-2778

How can my constituent track the status of their passport application after they apply?

Your constituents can [track the status](#) of their pending application online. If they still have questions, you can use the [Passport Inquiry Webform for Congressional Staffers](#) to submit a status inquiry.

How do I contact a passport agency or find information for my casework?

We have webpages dedicated to help you with your casework accessible online at: travel.state.gov/congress. You can find [contacts for each passport agency](#), access the [passport inquiry webform](#) for submitting your questions, and discover many more casework resources.

What do applicants need to provide with their passport application?

Generally, passport applicants must submit proof of U.S. citizenship, proof of identity, a passport photo, and payment. For information on required documents (including citizenship evidence) and where to apply, please visit: travel.state.gov/passport.

Is the process the same for minor applicants?

All minor applicants under the age of 16 must apply in person and there are additional parental consent requirements. To learn more, visit: travel.state.gov/passports/children.

Can my constituent apply online?

Many adult applicants are eligible to renew their passports online. To learn more see: travel.state.gov/renewonline.

Why is my constituent's passport application being held up?

Passport applications can be suspended for various reasons, the most common being that more information was needed from the applicant to complete the process. Applicants in this situation will be mailed/emailed an information request letter and given 90 days to respond. To avoid delays, applicants should respond to this letter as soon as possible. To learn more about responding to a letter, visit: travel.state.gov/respond

My constituent owes child support, is he or she still eligible for a passport?

Applicants who owe more than \$2,500 are not eligible. They should make payment arrangements with the state where the child support is owed before applying for a U.S. passport. For more information, please visit: <https://travel.state.gov/content/travel/en/passports/legal-matters/child-support.html>