



**U.S. Department of State
Bureau of Consular Affairs
Passport Services**

**National Hand-Carry Procedures
for
Passport Applications and Completed Passports
June 4, 2007**

**Passport Services
Office of Field Operations
Customer Service Division
2100 Pennsylvania Avenue, NW
Washington, DC 20037-3202**

I. Introduction

A. Mission and Purpose

The mission of the Department of State's Passport Services is to issue U.S. citizens secure travel documents while providing the highest level of customer service, professionalism, and integrity. Passport Services recognizes that some urgently departing citizens may want to further expedite their application process by using a courier service in conjunction with paying the expedite fee. In order to facilitate the processing of passport applications and promote fair and efficient use of Department resources, this document establishes national procedures for courier services used by citizens to transport their passport applications and completed passports to and from regional passport agencies. These procedures will be implemented by regional passport agencies, which have discretionary authority in the areas identified below. Although Passport Services wants to enable urgently departing citizens to have access to this optional service, our goal is to maintain vigilance over the security of the passport application process. These uniform national procedures also will facilitate our efforts to thwart attempts to distribute misinformation or commit graver offenses such as fraud, identity theft, or malfeasance.

B. Definitions

The following definitions apply to the terms below:

1. "Applicable requirements" means the requirements set forth in this document for conducting business at passport agencies, as may be amended by Passport Services.
2. "Company" means all commercial entities that have submitted a written application to a passport agency for permission to hand-carry passport applications and/or passports to or from a passport agency as an agent of the passport applicant.

Companies may include, but are not limited to:

- a. Private passport and visa service expediting companies
 - b. General courier and messenger services
 - c. Travel companies, travel agencies, tour operators, cruise lines
 - d. Law firms
 - e. Corporate travel departments
 - f. Commercial photography services
3. "Customer" means a passport applicant whose documents are hand-carried by a Company.
4. "Employee" means any individual employed by, acting as agent for, or otherwise under contract or similar arrangement with, a Company, who provides hand-carry services.

5. “Hand-carry” or “hand-carry services” means the transport of executed passport applications that are submitted to a passport agency for expedited processing, and the retrieval of newly-issued, expedited passports for delivery directly or indirectly to the passport holder, based on a privilege extended by a regional passport agency to a Company to conduct business.
6. “Passport holder” means the U.S. citizen in whose name, and based on whose true identity, a passport is issued.
7. “Passport Services” means the U.S. Department of State, Bureau of Consular Affairs, Office of Passport Services.
8. “Regional passport agency,” “passport agency,” or “agency” means any of the U.S. Department of State passport agencies located in Boston, Chicago, Colorado, Connecticut, Honolulu, Houston, Los Angeles, Miami, New York, Philadelphia, San Francisco, Seattle, and Washington, D.C., or any additional passport agency that shall be established.
9. “Slot(s)” means the daily maximum number of passport applications by type an agency authorizes a Company to submit. A slot represents an opportunity for a Company to interact with a Passport Agency in the manner prescribed in these Procedures. As such, a slot is a privilege; it does not constitute property and the Company to which it is temporarily allocated does not obtain a protected property interest. Slots may be granted, withdrawn or reallocated by the Passport Agency, consistent with the provisions of Section II.E.2 below.

C. Acceptance of Hand-Carried Passport Applications

A passport agency may accept passport applications hand-carried by companies on behalf of applicants only if they meet and comply with the standards and requirements set forth herein. Applications hand-carried by a company may be denied if it is determined that the company has not complied with the applicable standards and requirements. These standards and requirements may be revised by Passport Services and, with respect to areas of their discretion, by a passport agency.

At the present time, the New Orleans Passport Agency and the Non-Public Counter Passport Centers located in Charleston, South Carolina and Portsmouth, New Hampshire are not authorized to accept hand-carried applications. However, all other passport agencies determine the extent, if any, to which they will allow hand-carry services.

Nevertheless, any individual customer using the regular established application processes for routine or expedited applications—either an acceptance facility sending a DS-11 form through the lockbox or a customer submitting a DS-82, DS-4085, or DS-5504 form—may use a Company as his/her mailing address for the return of the issued passport, whether or not that Company is registered to proffer hand-carry services.

II. Requirements

A. Company Registration

1. A Company must be registered at a passport agency before it may hand-carry passport applications and/or passports to/from that passport agency. The Company must be registered with each passport agency at which it proposes to offer hand-carry and/or pick-up services. Each passport agency may determine the number of Companies that may be registered at any given time, consistent with paragraph 5, below.
2. The passport agency will collect identifying information from the Company for registration and require the company to certify that the requirements set out in Section II B (below) are met by all employees who will hand-carry passport applications and/or passports. The required forms are provided by the passport agencies. Generic samples are included as Attachments A (Company Registration) and B (Employee Certification). Passport agencies will notify Companies in writing that the registration is accepted, including a start date for the privilege of being able to hand-carry and/or pick-up applications and issued passports. If there are not sufficient slots to allow a Company to provide Hand-carry services, that Company may ask the agency to be added to the wait list.
3. The total number of Companies that may be registered at each passport agency is established by the individual passport agency and is based upon available resources and workload. The agency must be able to simultaneously provide continued and uninterrupted service to customers who are not utilizing hand-carry services. Once the total number of slots allotted for registered Companies has been filled, an unregistered Company may request to be placed on that passport agency's wait list.
4. Changes in registration: A registered Company must immediately notify the passport agency or agencies with which it is registered of any changes in Company or employee information submitted as part of the registration process. Changes in registration must be done using a registration form provided by the passport agency.
5. Special Situations: Changes in ownership, acquisitions or mergers of Companies should be reported to the passport agency and the successor Company must submit a new registration form to each passport agency at which the predecessor company was registered. Failure to reregister in such situations may result in the cancellation of the successor Company's registration.
6. Only one (1) letter of authorization permitting one (1) Company to deliver/pick-up a customer's application/issued passport is allowed with each application. A letter of authorization with more than one Company listed or authorized, or multiple letters of authorization, will not be honored, irrespective of the relationship between the Companies. The application will be returned to the Company unprocessed (except executed DS-11 applications, which will be placed in suspense/delayed, while the Company and/or the applicant is/are notified).

7. A registered Company that has not submitted a passport application to a passport agency in any period of thirty (30) consecutive business-days may no longer be considered to be registered with that passport agency. The Company will be notified in writing. The Director of each passport agency has discretion not to apply this provision on a case-by-case basis as warranted by the circumstances; for examples, temporary closure of a Company for reasons outside its control or where the Company at issue is located a significant distance from the passport agency and has been allocated only one slot.
8. A passport agency will periodically, but at least annually, require registered Companies to update and/or file new registration materials with each agency the Company is registered with to ensure that the agency has the most current information about a Company and its employees.
9. All Companies must review this document and must sign and deliver an *Acknowledgement of Receipt of U.S. Department of State's National Hand-Carry Policy and Requirements for Passport Applications and Completed Passports* to all passport agencies with which they are registered. Attachment C is a copy of the *Acknowledgement of Receipt*.

B. Certification of Employees

1. Companies are responsible for, and accordingly must provide a list of, and certification for, all employees, as defined in Section I.B.4 above, along with a photo of each employee, and must certify that each employee is:
 - a. A U.S. citizen or national, legal permanent resident, or legally authorized to work in the U.S. (i.e., granted refugee or asylee status by the department of Homeland Security) with appropriate documentation of his or her status recorded and on file with the Company;
 - b. At least 18 years of age;
 - c. Free of any Federal or State felony conviction; and
 - d. Free of any serious misdemeanor conviction, to include crimes related to a breach of trust or moral turpitude, such as but not limited to: embezzlement, identity theft, misappropriation, fraud, any drug offense, or crimes involving violations against the public trust. If a Company is uncertain whether an act or crime constitutes a serious misdemeanor for purposes of certification, the Company must advise the passport agency and should seek agency approval prior to certification.
2. Any employee(s) not certified as meeting all of the above requirements cannot engage in hand-carry services with a passport agency on a Company's behalf.
3. An employee of a Company may be listed and registered as providing hand-carry services on behalf of more than one (1) Company at a passport agency. However,

each Company for which the employee is providing hand-carry services must certify that employee on its “Certification of Employees” sheet.

4. A passport agency will require registered Companies to “recertify” their employees at least annually. This is to ensure that the agency has the most current information about a Company’s employees.

C. Hand-Carry Service at a Passport Application Acceptance Facility

1. Customers using a form DS-11 to apply for a passport must have the application executed by a Passport Application Acceptance Agent. When a customer appears at a Passport Application Acceptance Facility, s/he must inform the Agent that s/he intends to use hand-carry services.
2. After executing the application, the Passport Application Acceptance Agent will place the following in an official envelope of his/her office:
 - a. Executed application
 - b. Photos
 - c. All supporting documentation
 - d. Fees
 - e. Proof of departure
 - f. The applicant’s written authorization for a named registered Company to provide third-party carry, pick-up, and/or handle inquiries, if applicable. (See Section D below)
3. After sealing the envelope, which must remain unbroken until opened by passport agency personnel, the Agent will then impress either the official seal of the acceptance facility’s office or the USPS round-date on the back of the envelope where the flap closes. The Agent must also write the applicant’s name on the outside of the envelope, along with the name of the authorized Company. Acceptance Agents will then release the sealed envelope only to the customer, who can then release the envelope to a third-party.
4. Properly sealed envelopes must be delivered to a passport agency *no later than five (5) business days after execution*.
5. Application forms DS-82, DS-5504, and DS-4085 do not have to be executed by an Acceptance Agent. However, items b-f in Section 2 above must accompany these unexecuted applications when submitting them at an agency.
6. Acceptance Agents are not authorized to make copies of executed passport applications for an applicant or Company employee.

D. Submitting Applications to a Passport Agency

1. A passport agency may only accept hand-carried applications from a Company that is registered with that agency. Individual employees of the Company must be duly

certified in order to hand-carry applications and/or completed passports to/from the passport agency. Each employee must show State or Federal government-issued identification when delivering applications and/or picking up passports from a passport agency.

2. Only hand-carried applications that include the additional passport expedite fee will be accepted from Companies for processing at a passport agency.
3. As with individual customers who do not use a Company's service, all Company customers served by regional passport agencies must be departing internationally within 14 calendar days or need their passports for foreign visas within four weeks to schedule will-call passport pick-up.
4. Proof of travel, such as a photocopy of airline tickets, an airline or travel agent-generated travel itinerary, or a letter from the customer's employer indicating urgent business travel, must be submitted with the application.
5. If a Company is submitting a Company check for passport and/or expedite fees, one check must be submitted for each application or each family. One Company check for an entire group of unrelated applications will not be accepted.
6. A photocopy or faxed copy of an application form will not be accepted.
7. Passport applications submitted to a passport agency through a Company must be executed at an authorized acceptance facility (if using form DS-11), AND:
 - a. Filled out online,
 - b. Downloaded from the Internet (<http://www.travel.state.gov>),
 - c. Printed on standard white paper (See paragraph 13, below), and
 - d. Contain the two-dimensional (2D) barcode on the left side, **OR**
 - e. **Accompanied by a duplicate, unexecuted application that meets the above criteria, attached to the outside of the sealed envelope.**
8. Currently, DS-11 and DS-82 application forms support 2D barcodes. Companies will be required to submit forms DS-5504 (*U.S. Passport Re-Application*) and DS-4085 (*Application for Additional Visa Pages*), along with any other applications with 2D barcodes when that option becomes available. Until then, only application forms that do not yet support 2D barcodes will be accepted in their non-2D barcode versions.
9. The 2D barcode application form must be clear and sharp, in black print on standard white paper. The paper must be 8 ½ inches by 11 inches, with no perforations. The paper should be at least medium weight (20 lb.), with a matte surface. Applications printed on thermal paper, dye-sublimation paper, or other glossy paper will not be accepted. Similarly, applications printed on a dot matrix printer will not be accepted. All 2D barcode applications must be printed on single-sided pages. Double-sided applications are not acceptable.

10. Passport agencies will only accept passport applications that do not contain the 2D barcode (currently supported by DS-11 and DS-82 forms) from Companies when the 2D barcode website is experiencing technical problems that make it impossible to print the 2D barcode application from the site. In such an event, the passport agency will notify the Companies registered at that agency about the period of time for which it will accept the non-2D barcode applications.
11. The Company must make every effort to ensure that the applicant's data contained on the 2D barcode is accurate.
12. The Company should make all reasonable efforts to inform the applicant of documentation needed before going to an Acceptance Facility. Agencies that receive sealed executed applications that are missing a Letter of Authorization or proof of travel will place the applications in suspense, notify the Company and contact the Customer to get the missing documentation. The Agency will not charge another slot to the Company to complete the issuance of the passport.
13. The applicant or the appropriate parent(s), depending on the applicable requirements, must sign all passport applications. Application forms other than the DS-11 will be returned to the Company if there is any question as to whether they have been duly signed. Form DS-11 applications will be placed in suspense/delayed and the Company and/or the applicant will be notified if there is a similar problem with the signature(s).
14. The applicant must provide his or her permanent address in the "Permanent Address or Residence" section on the application form.
15. The address of the Company submitting the application must appear in the mailing address section on the application form.
16. A hand-carried DS-11 application must be received by an agency within five (5) business-days after the date of execution by an Acceptance Agent or, in the case of other application forms, five (5) business-days after the date the customer signed the application. If not received within this requisite timeframe, the DS-11 applications will be placed in suspense/delayed and the Company notified. The applicant will be notified by the passport agency to re-apply. Other applications (DS-82, DS-5504) received after that time will be voided and returned, unprocessed, to the Company.
17. A passport application package must include one (1) *Letter of Authorization* from the applicant or parent(s), authorizing one (1) Company to submit the application and pick-up the completed passport from the passport agency. The *Letter of Authorization* must contain the following elements:
 - a. Name, address, and telephone number of the Company. A *Letter of Authorization* that has the names of more than one (1) Company will not be accepted.

- b. Original signature of the applicant or parent(s) or legal guardians of children under the age of 14 pursuant to passport regulations. A *Letter of Authorization* that appears to have been signed by someone other than the applicant/parent/legal guardian is not acceptable. Customers will be notified by the passport agency that they must reapply.
- 18. National hand-carry requirements may be periodically amended by Passport Services. Also, a passport agency, with prior approval from Passport Services, may modify these requirements relative to Companies doing business with that agency.
- 19. A Company must return undeliverable passports within 30 business days to the passport agency that issued the passport when a customer cannot be located.
- 20. Companies must notify agencies immediately of any passports and/or executed applications that are lost or stolen while in the Company's custody.
- 21. Companies may attach Company labels on sealed envelopes to be used to place on an application's mailing address section in the case where a customer did not enter the Company's address as the mailing address.

E. Allocation of Slots

- 1. The daily maximum number of passport applications by type, or slots, and the times by which the applications must be delivered to an agency for processing, will be determined by each agency. The agency will notify each Company of daily maximum numbers/types in advance of any change in these parameters. (See Section IV: Passport Agency Provisions, below).
- 2. Agencies will periodically, but at least annually, reassess workload, resources, slot usage, number of Companies participating, and number of Companies on the wait list to determine whether slots can be increased, decreased, or redistributed.
- 3. In addition to the potential increase, decrease or reallocation of slots provided for in subparagraph 2, above, Passport Agencies may withdraw slots from one or more Companies and reallocate, as the Agency deems appropriate, to address:
 - i. Any national security concerns;
 - ii. Any actual, perceived or potential adverse impact on the U.S. public related to excessive slots being held by a Company or a group of Companies under common ownership or control; or
 - iii. Passport Agency concerns that a particular Company or its employees have engaged in activities that have the effect of compromising the integrity or security of passport applications, passports, or the hand-carry process in general, or otherwise obstruct the work of a passport agency.
- 4. First priority for any additional slots will be for Companies on the wait list. Slots will be allocated based on date of registration with the passport agency.

5. If no Companies are on an agency's wait list, any additional slots that become available will be equitably distributed among Companies that are using their full allocation.

III. Company and Employee Conduct

A. Requirements to Continue as a Registered Company

1. At all times, Company employees must maintain personal control of passport applications, including all supporting application documentation, pending delivery to a passport agency. Issued passports must be handled with the same degree of care. It is mandatory that the security and privacy of passport applicants always be protected. Any Company employee who leaves any of the aforementioned documentation unattended, or otherwise is found to have compromised the security and privacy of any passport applicant, will be permanently banned from engaging in hand-carry services. Such notification will be effective once it has been given in writing to his/her Company.
2. When a Company employee is banned from engaging in hand-carry service at one passport agency, the ban applies to all passport agencies.
3. Company employees must not tamper with a passport application or the envelope containing the application, or misrepresent facts pertaining to an application. This includes but is not limited to actions such as:
 - a. Forging a customer's signature on an application,
 - b. Forging a customer's signature on a *Letter of Authorization*,
 - c. Providing a false travel itinerary,
 - d. Giving any other false information affecting passport application processing or issuance, or
 - e. Opening a sealed envelope containing an executed application.
4. Passport agencies reserve the right to verify the validity of signatures on applications, *Letters of Authorization*, and proof of travel. If an employee engages in any prohibited activities described in this document and the employing Company knows, or has reason to know, of this activity, the Company will be permanently banned from engaging in hand-carry services. Notification of such a ban will be effective when it has been delivered in writing to his/her Company.
5. Agencies may require that a Company employee display his/her Company identification (with a visible photograph) at all times while in the agency. Similarly, an agency may also require each registered Company to submit recent photographs of each employee providing hand-carry services at that agency.

6. Company employees may not solicit Company or other business while on the premises of a passport agency or passport acceptance facility. Any Company employee discovered soliciting business will be permanently banned from engaging in hand-carry services. Notification of such will be effective when it has been given in writing to his/her Company.
7. Company employees must arrive at the passport agency by the appointed time (if applicable) and must promptly (within five (5) minutes) leave the public area after being served. Tardiness or loitering by an employee will result in the following:
 - a. Following the first two instances, a verbal warning will be issued to the employee and to the Company, followed by a written confirmation to the Company.
 - b. Following the third instance, the Company will be advised verbally that the employee is permanently banned from engaging in hand-carry services. Written confirmation to the Company of any permanent, lifetime ban of an employee will follow.
8. Company employees must conduct themselves in a professional manner at all times while on the premises of a passport agency. If an employee's behavior on the premises is unprofessional, the agency will take the following actions, without regard to whether the employee has completed his/her business with the agency:
 - a. A verbal warning will be issued to the employee, who will also be directed to leave the premises immediately. The Company will also be informed verbally, with a written notification to follow.
 - b. Upon the second instance of unprofessional behavior, the Company will be advised verbally that the employee is permanently banned from engaging in hand-carry services, with written notification to the Company to follow.
9. When a Company fails to address effectively an employee's repeated disregard for procedures, the agency will verbally warn the Company, following up with a written notification. If employee misconduct does not cease, following the initial notice and giving the Company an opportunity to respond, the agency may:
 - a. Cancel the Company's registration permanently, or
 - b. Suspend the Company's ability to do business for a specified probationary period of time (to be determined by the agency), or
 - c. Cancel the Company's registration and place it at the bottom of the wait list for possible future reconsideration if warranted by the circumstances.
10. Companies or employees may not contact any passport agency staff to request special treatment of any kind. Requests for deviations and/or exceptions from the policy requirements set forth herein must be directed to the Regional Director or to his/her

designated representative. Any Company or employee that makes a request for deviations and/or exceptions from the policy or requirements to anyone other than the Regional Director or his/her designated representative, will result in the employee being permanently banned from engaging in hand-carry services. The agency will notify the Company verbally, with the ban becoming effective once the Company is notified in writing.

11. Any Company employee related by blood, marriage, or having any other relationship to/with any passport agency staff member, may not be served by that passport agency staff member, even if that passport agency staff member would otherwise be the appropriate person to contact in the chain of authority. The Company employee should request that a different passport agency staff member accept/distribute passport applications or issue passports from/to him/her. Should a Company employee fail to observe this strict rule, the employee and the Company will be notified verbally that the employee will be permanently banned from the agency, with written notification to the Company to follow. Should either the Company or the employee have a question concerning whether his/her particular relationship triggers this provision, it is incumbent upon the Company to request an opinion from the Agency Director.
12. Some passport agencies may allow Companies to use the appointment system. An automated appointment may be made by a Company only for a specific application that will be hand-carried by the Company. Companies are prohibited from making automated appointments on a speculative basis or for applications that are not intended to be hand-carried by the Company. The passport agency will respond to Company violations of this requirement as follows:
 - a. Upon initial violation, the agency will verbally warn the Company and follow up with written notification.
 - b. Upon the second violation, the Company's registration will be cancelled, and it will be placed at the bottom of the wait list for possible future reconsideration, at the passport agency's discretion. Cancellation shall be effective when notification is given in writing to the Company.
13. Selling appointments is strictly prohibited and will result in the immediate cancellation of the Company's registration, which will be effective when notice is given in writing to the Company. This will place the Company at the bottom of the agency's wait list for possible future reconsideration, at the passport agency's discretion.
14. Any attempts to circumvent daily or categorical applications limitations will result in the immediate cancellation of the Company's registration, which will be effective when notice is given in writing to the Company. This does not include referrals, marketing arrangements or other arrangements between Companies, which are not prohibited by this provision if the Customer's letter of authorization reflects the Company providing the hand-carry services to the Customer. Any violations of this provisions will result in the immediate cancellation of the Company's registration, which will be effective when notice is given in writing to the Company. This will place the Company at the bottom of the agency's wait list for possible future reconsideration, at the passport agency's discretion.

15. A Company may not solicit Passport Acceptance Facilities to advertise its services or in any other way solicit business on its behalf. The following steps will be taken if this rule is violated:
 - a. Upon the initial violation, the agency will verbally warn the Company, following up with written notification.
 - b. Upon the second violation, the Company's registration will be cancelled, and it will be placed at the bottom of the wait list for possible future reconsideration, at the passport agency's discretion.
16. A Company that has been so notified by one or more Passport Agencies, is free to represent itself to the public as being registered with the specific Regional Passport Agency(ies). A Company may not misrepresent, or mislead in speech, print, electronic or any other form of communication, its relationship with a passport agency, the U.S. Department of State and/or Passport Services. If a Company violates this requirement, the magnitude and context of the impropriety will be evaluated to determine if a warning or a permanent cancellation of registration is in order.
17. A Company may not imply, misrepresent, or mislead in speech, print, electronic or any other form of communication, that it can have an applicant's passport processed more quickly than if the applicant applied directly at a passport agency. *All customers receive the same timeliness of service based on their urgent travel needs.* If a Company violates this requirement, the magnitude and context of the impropriety will be evaluated to determine if a warning or permanent cancellation of registration is in order.
18. A Company's registration will be cancelled if two Company checks are returned for insufficient funds within a two-year period. The first time a Company's check is returned for insufficient funds, the passport agency will contact the Company so that payment may be made in cash at the passport agency. At the same time, the agency will remind the Company that, if a second Company check is returned for insufficient funds within two (2) years of the initial violation, its registration will be cancelled. This second violation will put the Company at the bottom of the agency's wait list for possible future reconsideration, at the discretion of the passport agency.

B. Other Violations

1. Any intentional act by a Company or its employee that has the effect of compromising the integrity or security of passport applications, passports, or the hand-carry process in general, or otherwise obstruct the work of a passport agency, may result in violations relative to the employee or to the Company, possibly at more than one passport agency, depending upon the nature and severity of the action.
2. Where applicable sanctions for a particular type of violation are not set out in this document, the course of action taken in the event of a Company violation is at the discretion of the Regional Director heading each passport agency and will be

documented in writing. The following sequence is an example of actions a passport agency's Regional Director may take in such cases:

- a. A verbal warning to the Company's owner or point of contact identified in its registration application, followed by a written warning;
- b. A personal meeting with the Company's owner or manager, with written confirmation of the meeting's substance;
- c. A decision to temporarily suspend or permanently bar a Company from engaging in hand-carry services at the passport agency, followed by a written confirmation; and/or
- d. A decision to temporarily suspend or permanently bar an individual Company employee immediately from engaging in hand-carry services, subsequently delineating the misconduct in writing to the Company.

Any of these consequences may be extended across all regional passport agencies, with the approval of Passport Services.

C. Administrative Review of Suspension or Cancellation of Registration

1. If a passport agency suspends or cancels a Company's registration, the Company may request reconsideration of that decision by delivering to the passport agency, within ten (10) business days of receiving written notice of the adverse action, a written request for reconsideration. The request should be accompanied by the Company's description of the circumstances that led to the adverse action and any other explanation the Company wishes to provide. The Company also may request the opportunity for a Company representative, accompanied by any other individuals having personal knowledge of the relevant events, to meet with a passport agency representative to discuss the matter.
2. Once thirty (30) days have passed since the Company fully presented its position to the passport agency, if the Company seeks further consideration of its case, it may submit a request in writing to Passport Services, attention: CA/PPT/FO/CS, Gretchen Schuster. The request should include: (1) an explanation of the relevant facts, (2) a description of its communications with the passport agency relative to the incident, (3) a copy of the notice of suspension or cancellation of its registration received from the passport agency, and (4) all correspondence and documentation provided to the passport agency.

IV. Passport Agency Provisions

- A. Each passport agency will provide a staff liaison as a contact for Companies, and schedule regular meetings with registered Companies at least annually in October, but as frequently as needed to communicate new or changing information.

- B. Each passport agency will notify prospective Companies of the status of the Company's request to be registered no later than fifteen (15) business days after receiving the request. Passport agencies will send notifications of confirmation to Companies that have been granted registration no later than fifteen (15) business days after granting the registration.
- C. New or changing information will also be disseminated by agencies in writing to Companies registered and wait-listed at that agency, based on the addresses contained in their most recent registration filing.
- D. Each passport agency will distribute to Companies registered and wait-listed at that agency, in writing, its schedule for application submission and passport pick-up with slot allocation numbers and types, in advance of any change in the schedule.
- E. Each agency will notify all Companies registered and wait-listed at that agency when it redistributes slots and/or adds or deletes Companies from its registration list. The notification will include all required information and the procedures that must be followed by each Company.
- F. Agencies will provide at least one (1) slot to each registered Company for same-day service, to the extent the agency determines it has sufficient available resources. Agencies will provide written procedures to Companies for any such process.
- G. Agencies will track usage of slots by Companies and periodically reallocate slots that go unused.
- H. A passport agency may change the daily maximum number of passport applications a Company may submit. An agency may also alter the categorical limits (i.e., same-day, next-day, three-day, etcetera) on passport applications that Companies may submit, either temporarily or permanently. Agencies will apply any such change(s) equitably to all registered Companies and will give at least thirty (30) days advance notice before implementing such changes.
- I. Agencies will give thirty (30) days notice of other changes, such as to drop-off or pick-up times.
- J. In addition to the *National Hand-Carry Policy and Requirements for Passport Applications and Completed Passports*, a passport agency may establish agency-specific procedures that are consistent with these requirements and to which Companies must also adhere.
- K. The National Program Liaison in Passport Services Office of Field Operations' Customer Service Division only addresses national policy questions and concerns. For individual casework issues, Companies should deal with the regional passport agency handling the case.

V. Administrative Matters

- A. Effective Date: These procedures will take effect on April 1, 2007.
- B. This document does not create any substantive or procedural right or benefit that is legally enforceable against the United States or its agencies or officers or any other person.

Enclosures:

Attachment A – Company Registration Sheet

Attachment B – Company Employee Certification Sheet

Attachment C – Acknowledgement of Receipt