

Pay.gov DS-11 Public Inquiries FAQs

1. Who is eligible to pay for DS-11 online via Pay.gov?

Answer: You are eligible to use the DS-11 Fee payment form via Pay.gov if:

- You are applying for your first U.S. passport;
- You are under age 16;
- Your previous U.S. passport was issued when you were under age 16;
- Your previous U.S. passport was issued more than 15 years ago;
- Your name has changed since your U.S. passport was issued; or
- Your passport was lost, stolen, or damaged.

For more information on applying for your passport using a DS-11 application form, go to <https://km.usembassy.gov/passports/>.

2. Question: Can I mail in my child's DS-11 application?

Answer: No, children under age 16 are not eligible to mail in passport applications.

However, you can make the payment online using the DS-11 fee payment form and then request an in-person appointment to process the DS-11 application at the U.S. Embassy or Consulate in your country. For more information on applying for your passport, go to <https://km.usembassy.gov/passports/>.

3. Can I submit my DS-11 application online?

Answer: No, you may pay for the DS-11 fee payment online and use the DS-11 [form filler tool](#), but do not sign the DS-11 until you are instructed to do so at your appointment.

Appointment information can be found at <https://km.usembassy.gov/passports/>.

4. I need to renew my passport and my previous passport was issued before I was 16 years old. Which form do I use?

Answer: You can pay for the DS-11 fee payment online and print the form, but do not sign it until you are instructed to do so at your appointment. You will need to make an in-person appointment, sign your passport application in-front of an authorizing official, and submit all relevant document at the U.S. Embassy or Consulate where you reside.

5. I can't find the country I'm trying to apply to. Where is it on the form?

Answer: We are currently piloting online fee payment for DS-11s and it is only available in select countries at this time. If the one you are searching for is not available following this link

<https://www.pay.gov/public/form/start/1274042472/>, then it is not yet an option. You may also visit <https://km.usembassy.gov/passports/> for additional information.

6. Where/how to apply for my DS-11 passport book/card

Answer: Go to <https://km.usembassy.gov/passports/> and follow their instructions for making appointments.

7. Can I pay for more than one Passport book/card in a Single Transaction?

Answer: Yes, if the book and card is for the same applicant. You must complete a new fee payment form for each, individual passport applicant.

8. Can I request an expedited passport renewal via Pay.gov and pay the \$60 fee?

Answer: No. The \$60 expedite fee is not applicable for passport applicants overseas/abroad, but is used only for processing within the U.S.

Please contact your nearest embassy or consulate for an in-person appointment to get your passport renewal expedited. If you are not applying overseas, then you will need to review information on travel.state.gov about how to apply for a passport domestically.

9. Can I pay for both my Passport Card AND Passport Book?

Answer: Yes. Our overseas DS-11 online fee payment form does offer the ability to make payments for your adult or child passport book/card. If you would like to apply for both a passport book and card, visit <https://www.pay.gov/public/form/start/1274042472/>. You may also visit the U.S. Embassy's website for the country where you are applying and visit their Passport page to find additional information for how to apply.

10. Can I use Pay.gov to pay for passport card renewals?

Answer: Yes. Our overseas DS-11 online fee payment form allows passport card renewals. If you would like to apply for a passport card, visit <https://www.pay.gov/public/form/start/1274042472/>. You may also visit <https://km.usembassy.gov/passports/> to find additional information for how to apply.

11. Can I pay for the citizenship application/other ACS services on Pay.gov?

Answer: Yes. We are offering customers the option to apply online for a Consular Report of Birth Abroad (CRBA). For more information, please to his [page Consular Report of Birth Abroad \(CRBA\)](#)

12. Can I use Pay.gov to renew my passport in the U.S./domestically?

Answer: No. This online fee payment option is **only** available at overseas locations. It **cannot** be used for domestic/U.S. payments, which is why the United States is not available in the form's dropdown list. You can find information on how to apply for a passport domestically at www.travel.state.gov.

13. Can I use Pay.gov to pay for a replacement for a stolen (or lost) passport book/card?

Answer: Yes. We are sorry to hear your passport/card was stolen. After the loss or theft of a U.S. passport you would qualify to use a DS-11 passport book/card fee form. Please visit <https://www.pay.gov/public/form/start/1274042472/>. Please also see <https://common.usembassy.gov/en/ds-64/>

14. What forms of payment does Pay.gov accept?

Answer: To utilize the online fee payment option, you will need to pay your fee either by internationally accepted credit/debit card, electronic funds transfer (from a U.S. bank account), PayPal, or Amazon Pay. All transactions are processed in U.S. dollars.

15. Is it possible to pay the passport book/card fees without having a U.S. bank account?

Answer: Yes, to utilize the online fee option payment for an adult or minor passport book/card overseas without a U.S. bank account, you would need to pay your fee either by internationally accepted credit/debit card, PayPal, or Amazon Pay. All transactions are processed in U.S. dollars.

16. How do I pay using my foreign current address and U.S. credit card address? Or Can I apply from one country and pay from another country?

Answer: The online payment process has two parts. The first part of the form asks for information about the applicant. On that page, you will select the country where you/the applicant will submit your application as your passport book/card location. Include your/the applicant's local address for this portion.

On the second portion of the form, you'll find the payment information. In this section, you would select your payment option (internationally accepted credit/debit card, electronic funds transfer (from a U.S. bank account), PayPal, or Amazon Pay) and enter your payment information, including billing information, associated with the account.

Please let us know if this does not resolve your issue.

17. Can I pay by personal check?

Answer: No. Overseas, personal checks are **not** a valid form of payment for any consular service, including for the DS-11. To utilize the online fee option payment for an adult or child passport book/card overseas without a U.S. bank account, you would need to pay your fee either by internationally accepted credit/debit card, PayPal, or Amazon Pay. All transactions are processed in U.S. dollars.

If you do not wish to utilize online payment options, then you will need to contact the U.S. Embassy where you reside or plan to submit your passport renewal application about options for renewing your passport in person.

18. Can I pay for the transaction in local currency?

Answer: No. This online fee payment options processes all transactions in U.S. dollars.

19. Can you confirm that my payment was successful?

Answer:

- a) **Pay.gov ID provided:** We are happy to assist you to determine if your payment was successful. Based on the Pay.gov tracking ID you provided, we can confirm that your payment was successful (confirmation email attached). Please follow the instructions on <https://km.usembassy.gov/passports/>
- b) **Without Pay.gov ID:** We are happy to assist you to determine if your payment was successful. If you received a payment confirmation email, then your payment should be successful. We can verify that, if you please provide either the Pay.gov tracking ID (if you have it), the email address used when submitting your payment, and/or the payment method and last four digits of the account used.

20. I did not receive my payment confirmation for my DS-11 fee form. How do I get the account number for my payment?

Answer: We are sorry to hear that you have not received a payment confirmation email. We are happy to assist you to determine if your payment was successful, and if so, provide you with a copy of the confirmation email. To help us find your payment, please provide either the Pay.gov Tracking ID (if you have it), the email address used when submitting your payment, and/or the payment method and the last four digits of the account used.

21. How long is the payment valid for?

Answer: Currently, there is no specific expiration date for the payment. However, we recommend that you submit your application sooner than later in case there is a change to the price or timeframe to use your payment.

22. I am trying to process an electronic fund transfer/ACH transaction but have not received a confirmation email/do not see the withdrawal from my account. Can you confirm payment?

Answer: We located your/the applicant's transaction with Pay.gov Tracking ID _____ and it has a status of "retired". This means that your/the applicant's payment was not successful. You/the applicant may try another payment option, such as an

U.S. international credit or debit card, Amazon Pay or PayPal. You/the applicant may also contact the U.S. Embassy or Consulate where you/they are applying for other options to pay for your passport book/card.

23. Help, my PayPal account didn't settle the payment.

Answer: PayPal payments take approximately two business days to process. When the payment settles, the applicant should receive the payment confirmation email.

If you do not receive that email within three (3) business days, please contact us again and we will send you a copy of the settled payment receipt, if the payment has settled.

24. I have successfully paid my fee/made my payment, what do I do now? Where should I send the email confirmation and my passport (DS-11) application?

Answer: Print your DS-11 application (do not sign it until onsite appointment) make sure you have a copy of your payment confirmation email, and supporting documents for verification of identity/citizenship, pre-paid return envelope (if applicable), passport photo, and visit <https://km.usembassy.gov/passports/> . Please review the full instructions for application submission on the embassy's website.

25. I have successfully paid my fee/made my payment, but made a mistake with my information on the payment form. What should I do?

Answer: This should not create an issue with the processing of your passport application. The U.S. Embassy or Consulate will review/use the information on your/the applicant's DS-11 adult or minor passport book/card application for accuracy, rather than the payment information. To ensure that there are no issues, we recommend you contact the U.S. Embassy or Consulate where you/the applicant plan to apply to make them aware of the mix up of the information related to your/the applicant's payment.

26. In an effort to pay my fee online, I paid for an application that was for the wrong country, what do I do?

Answer: We can assist you with this issue. You may submit the Pay.gov email confirmation from your payment to Comoros to the U.S. Embassy or Consulate where you plan to submit your/the applicant's DS-11 adult or minor passport book/card application. We recommend that you note you selected the incorrect country.

27. How long will it take for me to get my passport book/card through this process?

Answer: This mailbox only provides information related to the passport book fee payments via the Pay.gov overseas online payment form. You can find information about processing times on the U.S. Embassy or Consulate website where you plan to submit your passport application.

28. Have my DS-11 passport documents been received?

Answer: This mailbox only provides information related to the DS-11 adult or minor passport book/card fee payments via the Pay.gov overseas online payment form. Please contact the U.S. Embassy or Consulate where you plan to submit/have submitted your passport application for the status of your application.

29. Help! I paid using Pay.gov, but did not receive a confirmation email (successful payment).

Answer: *If able to locate confirmation email:* We are sorry to hear that you have not received a payment confirmation email. We are happy to assist you to determine if your payment was successful, and if so, provide you with a copy of the confirmation email. To help us find your payment, please provide either the Pay.gov Tracking ID (if you have it), the

email address used when submitting your payment, and/or the payment method and last four digits of the account used.

If not able to locate confirmation email: We are sorry to hear that you have not received a payment confirmation email. Please do not attempt to pay again. You will need to provide the date of the transaction, amount, and last four digits of the card used to process the payment.

30. Help! The online form is not working.

Answer: We are sorry to hear you had issues when you attempted to access our Pay.gov form. We can confirm that our overseas online fee payment form via Pay.gov is currently functioning. We receive payments via this form daily and are regularly monitoring the system. We have found that the most common issue with accessing the form is internet or browser issues. We recommend that you try again or try a different browser/device.

31. I received an error message and cannot submit my payment. Help!

Answer: We are sorry to hear you had issues when you attempted to access our Pay.gov form. We can confirm that our overseas online fee payment form via Pay.gov is currently functioning. We receive payments via this form daily and are regularly monitoring the system. We have found that the most common issue with accessing the form is internet or browser issues. We recommend that you try again or try a different browser/device.

32. Do I need special software or a computer equipment to pay for my U.S. Passport book/card via Pay.gov?

Answer: No. All you need is a computer or mobile device with internet access and a web/internet browser.

33. How do I know my payment information is secure on Pay.gov?

Answer: Pay.gov is a secured portal that uses 128-bit SSL encryption to ensure that your personal and payment information is protected. It is a trusted site used by more than 40 U.S. government agencies to collect forms and payments for customers.

34. Applicant paid using a non-pay.gov form

Answer: Please confirm that you are using the following link:

<https://www.pay.gov/public/form/start/1274042472/>.

It looks like you made a payment elsewhere. We recommend you contact the U.S. Embassy or Consulate in COUNTRY for guidance on how to proceed with the processing of your passport application at antanACS@state.gov.

Please see the [Online Fee Payment Refund Guidance](#) document for DS-11 Overseas Program refund requests.

35. Customer wants a refund.

Answer: Please note that refunds are available under very limited circumstances. Could you please provide additional details regarding the payment that you made through Pay.gov so we can determine if you are eligible for a refund?

- Please provide us with your confirmation of payment through pay.gov. You should have received an email with a Pay.gov ID number.
- When did you attend your in-person appointment at the Embassy for your DS-11 passport processing?
- Have you filed a dispute with your credit card company for this payment?

- Please provide a receipt from the US Embassy showing payment for your passport application.