



## Pay.gov DS-11 FAQs – Applying for a U.S. Passport in the United Kingdom

### A. Eligibility (to use Pay.gov form)

#### 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 the U.S. Embassy or Consulate's website in your country.

#### 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 [U.S. passport services at the U.S. Embassy and U.S. Consulates in the UK \(usembassy.gov\)](#).

#### 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 [U.S. passport services at the U.S. Embassy and U.S. Consulates in the UK \(usembassy.gov\)](#).

#### 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.

### B. What Can I Pay For?

#### 5. 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.

#### 6. 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.

**7. 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 [U.S. passport services at the U.S. Embassy and U.S. Consulates in the UK \(usembassy.gov\)](#).

**8. 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 [U.S. passport services at the U.S. Embassy and U.S. Consulates in the UK \(usembassy.gov\)](#).

**9. 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. If you are in the United States, you can find information on how to apply for a passport domestically at [www.travel.state.gov](http://www.travel.state.gov).

**10. 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 [Replacing a Lost or Stolen Passport - U.S. Embassy & Consulates in the United Kingdom \(usembassy.gov\)](#) for more information and to schedule an appointment for your application to be processed.

**C. What are the Payment Options?**

**11. 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.

**12. 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.

**13. 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.

**14. 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 may pay your fee at the time of your appointment. Please see [U.S. passport services at the U.S. Embassy and U.S. Consulates in the UK \(usembassy.gov\)](#) for more information on the service you require, appointment scheduling and acceptable payment options.

**15. Can I pay for the transaction in local currency?**

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

**D. Questions on Payment Status**

**16. 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.

**E. Questions on Passport Application Processing**

**17. 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 [U.S. passport services at the U.S. Embassy and U.S. Consulates in the UK \(usembassy.gov\)](#) for full instructions on application submission.

**18. 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.

**19. 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 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.

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

**Answer:** You can find information about processing times at [U.S. passport services at the U.S. Embassy and U.S. Consulates in the UK \(usembassy.gov\)](#)

**F. Questions on Technical Issues**

**21. 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.

**22. 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.

**23. 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.

**24. 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.