

Attention: Changes to U.S. Visa Services effective October 26, 2024.

We are implementing a new system for U.S. Visa Services starting October 26, 2024. Our regular services will be unavailable from October 23 to October 25, 2024. We will resume our regular services via the new system on October 26, 2024.

Service availability information:

- Fee payment services will be temporarily unavailable from October 23 to October 25, 2024.
- Call center services will be temporarily unavailable between October 23 and October 25, 2024.
- During October 23 and October 25, 2024, applicants can continue to submit their Interview waiver and/or 221g documents at the courier location. Passport pick up from courier locations and deliveries at your chosen address will also continue.
- Applicants will not be able to schedule or reschedule their appointments between October 23 and October 25, 2024.
- Applicants who have a scheduled appointment must continue to attend their appointment as per their appointment date and time. Applicants who are attending their interview appointments between October 23 and October 25, 2024, may expect delay in passport delivery during these three days.
- The premium document delivery and premium document submission charges will be revised to per application effective October 26, 2024, even if you opted for the premium service before October 26. Please continue to check our website <https://www.ustraveldocs.com/de/en/> for new rates.

Things you need to do on or before October 21, 2024:

To facilitate the transfer of your appointment and payment information to the new system, please take the following steps on or before October 21, 2024, on your existing profile:

- Ensure that all the information in your profile is complete and accurate. If any corrections are necessary, please make them on or before October 22, 2024.
- If corrections cannot be made (passport update, name update), please send inquiry to support-germany@usvisascheduling.com as soon as possible before October 22, 2024, 2024
- If you plan to pay a visa application fee soon, please do so on or before October 21, 2024, as the payment services will be temporarily unavailable from October 22 to October 25, 2024. Services will resume from October 26, 2024, in the new system.
- If you have paid your visa fee but have not associated it with your profile, please log into your profile and associate your payment by entering the receipt number on or before October 22, 2024.
- If you are a travel coordinator, group coordinator, or primary applicant of a family application, please ensure that each dependent/group member has a unique email address in their individual profiles. If you

may need to update their email addresses, please contact our call center for assistance as soon as possible.

Things you may need to know and do after October 26, 2024, in the new system:

The login page, profile, and appointment scheduling pages in the system will have a different look. To log in to the new system, visit the login page available at <https://www.ustraveldocs.com/de/en/> from October 26, 2024, onwards, and follow the below steps.

- All first-time users in the new system need to register and create a profile online. To register, click on the "Sign up now" link at the bottom of the login page and follow the instructions.
- Applicants with a valid visa fee receipt associated in their profile or holding a valid future appointment will also be required to register for the first time by clicking on "Sign up now" link. It's crucial that these applicants use the same registered email address they had in their existing profiles when signing up in the new system, to recover their payment receipt and future appointments.
- If you have paid your visa fee before October 26, 2024, in the old system but have not associated your payment receipt to your profile, you may also click on the "Sign up now" link at the bottom of the login page, log into the new system, and proceed to claim your receipt by entering the payment receipt number and payment date into the new system.
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Please continue to check our website <https://www.ustraveldocs.com/de/en/> for more details and updates as we undergo the system change