

We are implementing a new system for U.S. visa services starting September 28, 2024. Our regular services will be unavailable on September 26 and September 27, 2024. We will resume our regular services via the new system on September 28, 2024.

Applicants who have scheduled appointments may attend their appointments as per their appointment date and time. DHL e-commerce will be the new document delivery services vendor for document submission, document pick up, and document delivery effective September 28, 2024. Documents sent through other service providers will not be accepted.

The locations for document pick-up and submission locations will change effective September 28, 2024. Applicants who choose document delivery (Option1) or a premium location (Option2) for pick-up or submission will be required to pay a delivery fee. This fee will apply per application if your passport is released by the Embassy or Consulate on or after September 28, 2024, or if you submit your document at a premium location on or after September 28, 2024. **The U.S. Embassy and Consulate General do not deliver passports outside of Thailand.**

**Applicants have the following options to receive or submit documents from/to the U.S. Embassy or Consulate if your passport is released from the Embassy or Consulate on or after September 28, 2024:**

1. **Premium Delivery option (Home/Office delivery) – 370 Baht per shipment**
  - Your documents will be delivered directly to your home or office.
2. **Premium Locations option (Pickup/Drop-off):**
  - **Standard pickup/drop-off – 370 Baht per collection/submission**
    - You can pickup or drop-off your documents at one of the 67 DHL eCommerce premium locations\*\* nationwide.
3. **Pickup option (Pickup/Drop-off) – No service Fee**
  - You can pickup or drop-off your documents at one of the following DHL eCommerce free locations\*\*:
    1. **For Bangkok:** DHL eCommerce, DHL SP MADD Palladium World branch.
    2. **For Chiang Mai:** DHL eCommerce, DHL Lite Donjan branch.
  - Applicants can choose a free pickup location regardless of their interview location. For example, applicants who interviewed in Chiang Mai can select DHL SP MADD Palladium World branch in Bangkok as their pickup location.

**\*\* To view the pickup and drop-off locations for DHL eCommerce Thailand along with their operating hours, click [here](#).\*\***

**Document Delivery Options:**

- Premium Delivery
- Premium Locations
- Pickup

**Please follow the below steps to register your document delivery option:**

1. Go to <https://www.ustraveldocs.com/th/en/> (for English) or <https://www.ustraveldocs.com/th/th/> (for Thai)
  - a. Select "A Nonimmigrant Visa" for nonimmigrant visa applicants, or
  - b. Select "An Immigrant Visa" for immigrant visa applicants.
2. Click "Visa Login" at the top-right of the screen.



3. Click "Sign up now"

## User Details

Username\*

Password\*



Generate a new image

Captcha Text\*

OR

Don't have an account? [Sign up now](#)

Forgot your password? [Reset Password](#)

Internet Explorer 11 is being fully retired by Microsoft, and is no longer a fully supported internet browser. Applicants currently using Internet Explorer 11 may have a degraded experience or be unable to complete the application process, and should transition to Microsoft Edge.

On the sign-up details screen:

- In the **Username** field, enter your desired username and password **for login**.
- ***In the Email address field, enter the email address you used in the old system:***  
<https://portal.ustraveldocs.com/?language=English&country=Thailand>
- After entering the email address click on “Send Verification Code”. A code will be sent to your email. Enter the code and click “Verify Code” to validate.  
Note: if the email address you entered in the old system is no longer valid, you must contact the call center at <https://ustraveldocs.com/th/en/contact-us> or call 02 105 4110 to update it with a valid email address.
- Make sure to save the Security questions and answers you set during registering, as they will be required each time you login in.

## User Details

Username\*

New Password\*

Confirm New Password\*

Verification is necessary. Please click Send Verification Code button.

Email Address\*

Given Name\*

Surname\*

Select Security Question 1\*  
Select Security Question 1

Answer to Security Question 1\*

Select Security Question 2\*

4. Once your username is successfully created in the new system, you will be prompted to log in again by entering your username, password, and Captcha.
5. After clicking “Sign In,” you will be asked to answer the security questions you provided during the account creation process.

## User Details

Username\*

Password\*



[Generate a new image](#)

Captcha Text\*

[Sign In](#) [Cancel](#)

OR

Don't have an account? [Sign up now](#)

Forgot your password? [Reset Password](#)

- Next, you will be prompted to enter an alternate Email address, select your preferred language and choose the Country where you wish to apply for the U.S. visa.
- Once you are on the Home page, to update Document Delivery option, click on the “Document Delivery Information” at the bottom-left of the page and update the necessary details.

**Note:** To change the “Document Delivery Information” for any dependent applicant, you will need to contact the call center at <https://ustraveldocs.com/th/en/contact-us> or call 02 105 4110.

Appointment Confirmation

Manage Appointments

Reschedule Appointment

Emergency Request

Manage Applications

Feedback/Requests

Messages

## Notes and Instructions

**V**

**Visa Information**  
BANGKOK  
B1  
Visitor Visas for Business and Pleasure

**\$**

**Fee Payment**  
\$185.00 | B1

**u**

**Family/Group Members**  
Dependents: 0

**i**

**Document Delivery Information**

Delivery Type	Location
Pick Up	DHL SP MADD Palladium World

**i**

**Appointment Confirmation**  
Consular: Monday, October 07, 2024  
07:00 AM

**u**

**Passport Status**

PPN	Status
567V	

**Document Delivery Option**

Premium Delivery

Premium Location

Pick Up [No Title]

Select Document Delivery Location

[Back](#) [Update](#)

### Document Delivery Options:

- Premium Delivery
- Premium Locations
- Pick Up

