

# **Attention: Changes to U.S. Visa Services effective September 28, 2024**

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

VFS will be the new document delivery services vendor for document submission, document pick-up and document delivery effective September 28, 2024.

VFS will be the new fee collection services vendor for the collection of MRV fees effective September 28, 2024.

The US Embassy in Jakarta and US Consulate in Surabaya will only accept Interview Waiver and 221g documents through VFS effective September 28, 2024. Documents mailed through other service providers will not be accepted.

### **SERVICE AVAILABILITY INFORMATION:**

- Fee payment services will be temporarily unavailable from September 24 to September 27, 2024.
- Call center services will be temporarily unavailable between September 26 and September 27, 2024.
- Interview waiver and 221g documents submission at the courier location will be temporarily unavailable during September 24 and September 27, 2024.
- Passport pick up from courier locations and deliveries at your chosen address will continue between September 26 and September 27, 2024.
- Applicants will not be able to schedule or reschedule their appointments between September 26 and September 27, 2024.
- Applicants who have scheduled appointments must continue to attend their appointments as per their appointment date and time. Applicants who are attending their interview appointments between September 26 and September 27, 2024, may expect delay in passport delivery during these two days.

### **THINGS YOU NEED TO DO ON OR BEFORE SEPTEMBER 24, 2024:**

To facilitate the transfer of your appointment and payment information to the new system, please take the following steps on or before September 24, 2024, with your existing profile:

- If you plan to pay a visa application fee soon, please do so on or before September 24, 2024, as the payment services will be temporarily unavailable from September 24 to September 27, 2024. Services will resume from September 28, 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 September 25, 2024.

- Ensure that all the information in your profile is complete and accurate. If any corrections are necessary, please mark them on or before September 25, 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 SEPTEMBER 28, 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 [www.ustraveldocs.com/id/en](http://www.ustraveldocs.com/id/en) from September 28, 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. These applicants must 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 September 28, 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.
- The premium document delivery and premium document submission charges will be revised effective September 28, 2024, even if you opted for the premium service before September 28.
- The document pick-up and submission locations will change effective September 28, 2024. If you have generated your Interview Waiver Confirmation letter or scheduled an interview before September 28, 2024, in the old system, 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 update the document delivery options.

Please continue to check [www.ustraveldocs.com/id/en](http://www.ustraveldocs.com/id/en) for more details and updates as we undergo the change.