CHANGES TO U.S. VISA SERVICES EFFECTIVE FEBRUARY 8, 2025

We are implementing a new system for U.S. Visa Services starting February 8, 2025. Our regular services will be unavailable from Wednesday February 5 to Friday February 7, 2025.

We will resume our regular services via the new system on **Saturday February 8, 2025**.

GSS SERVICE AVAILABILITY INFORMATION:

- Fee payment services will be unavailable from Wednesday February 4 to Friday February 7, 2025.
- Call center services will be unavailable from Wednesday February 5 to Friday February 7, 2025.
- From Wednesday February 5 to Friday February 7, 2025, 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 residing in Qatar and Saudi Arabia will not be able to avail this service as we are going through a vendor change in these two countries and services will normalize and resume on February 8.
- Applicants will not be able to schedule or reschedule their appointments from Wednesday February 5 to Friday February 7, 2025.
- 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 from Wednesday February 5 to Friday February 7, 2025 may expect delay in passport delivery during these three days.

THINGS APPLICANT NEED TO DO ON OR BEFORE FEBRUARY 3, 2025:

To facilitate the transfer of your appointment and payment information to the new system, please take the following steps on or before February 3, 2025, on your existing profile:

- All applicants must claim their receipts within 24 hours of making payment. To claim the receipt, you must log into your www.ustraveldocs.com profile, enter the receipt number into your profile, and make sure there are no error messages. Failure to claim your receipt within 24 hours will result in delays to schedule a visa appointment.

- Ensure that all the information in your profile is complete and accurate. If any corrections are necessary, please make them on or before February 3, 2025.
- If you plan to pay a visa application fee soon, please do so on or before February 3, 2025, as the payment services will be unavailable from Wednesday February 4 to Friday February 7, 2025.
- 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 need assistance to update their email addresses, please contact our call center for assistance as soon as possible.

THINGS APPLICANT NEED TO KNOW AND DO ON AND AFTER FEBRUARY 8, 2025, IN THE NEW SYSTEM:

The login page, profile, and appointment scheduling pages in the new system will have a different look. To log in to the new system, visit the login page available at www.ustraveldocs.com from **February 8, 2025**, onwards, and follow the below steps.

- All first-time users in the new system and existing users from old 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 in the old system 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 or on February 3, 2025, 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. Ensure you have the payment receipt number and payment date readily available, as the call center will not be able to help you with this information.
- The premium document delivery and premium document submission charges may be revised effective February 8, 2025, even if you opted for the premium service before February 8, 2025.

Please continue to check our website www.ustraveldocs.com for more details and updates as we undergo the system change.