

ATTENTION:
PASSPORT ACCEPTANCE PROGRAM MANAGERS AND AGENTS

According to the most recent **Passport Agent's Reference Guide** concerning passport services, **Chapter 10, section 11** states that a customer is entitled to use a 3rd party courier and have their sealed envelope returned to them. If you have any questions, we may be contacted at **1-866-261-1277**

Chapter 10

Handling, Assembling and mailing of Applications

11. "Hand-Carry" Executed Applications.

Executed applications may be returned to the customer, or an authorized third-party, **in a sealed envelope**, to be hand-carried to a Passport Agency, provided the customer:

- *Demonstrates an imminent travel need; or*
- *Needs one or more visas without sufficient time to mail the application or within 4 weeks; or*
- *Has imminent departure and his/her federal agency requests that the customer forward the executed application to that Agency's headquarters.*

Procedures for "Hand Carries"

If the customer wants a third party (such as a courier service, relative, or friend) to hand-carry the application to a Passport Agency, she/he must provide written permission to release the executed application and documentation. She/he must sign a letter authorizing a specific person or service to hand-carry the application and/or pick up the completed passport.