U.S. Department of State
Passport Services

IMPORTANT NOTICE TO PASSPORT ACCEPTANCE AGENTS – January 2014

IMMEDIATE ACTION REQUIRED

Unique Identification Numbers for Domestic DoD Acceptance Facilities and Acceptance Agents

The Department of State, Passport Services, is issuing unique identification numbers to all Domestic DOD Passport Acceptance Facilities and Domestic DOD Passport Acceptance Agents. These numbers will take the place of any previously issued passport agent ID code. Once received, Acceptance Agents must begin recording their Acceptance Agent Identification Number and Facility Identification Number on Form DS-11. This new requirement will allow Passport Services to better identify trends to improve the overall effectiveness of the Passport Acceptance Program.

Domestic DoD Passport Acceptance Agents and Heads of Facility must complete the instructions below to receive their assigned number(s) by January 15, 2014.

In order to receive these numbers, Acceptance Agents and Heads of Facility must do the following:

1. Call the National Passport Information Center toll-free at 1-855-588-5644 to receive a unique Facility Identification Number and/or Acceptance Agent Identification Number. A representative will be available at 1-855-588-5644 from 8:00 am to 8:00 pm Eastern Time, Tuesday through Friday. **Representatives are not available to answer calls on Mondays**.
2. Have facility information available for reference. Several questions will be asked to verify the caller's identity and designation as a Passport Acceptance Agent or Head of Facility based on information previously provided to the U.S. Department of State by his or her facility.
3. Record your personally assigned numbers in a safe place and **keep it private.**
4. Once the "Agent ID Number" and "Facility Number" are obtained, immediately record them on all accepted Form DS-11 passport applications in the designated fields.

DO NOT SIGN APPLICATION UNTIL REQUESTED TO DO SO BY AUTHORIZED AGENT

No personnel other than an individual passport agent should maintain a record of an agent's Acceptance Agent Identification Number. Heads of Facility are *only* authorized to receive their facility's Facility Number.

Overseas DoD passport facilities and agents will be assigned acceptance facility and agent numbers at a later date. More information will be posted on Passport Matters at that time.

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