

Frequently Asked Questions
Pay.gov Pilot for DS-82 Payment

Summary

The U.S. Department of State is conducting a pilot program allowing U.S. citizens resident in Oman and Yemen to pay for a DS-82 U.S. Passport Renewal Application online. Beginning May 15, 2021, adult passport renewal applicants in these countries, wishing to pay the application fees online via electronic funds transfer from a U.S. based bank account, U.S. or international credit or debit card, Amazon Pay, or PayPal may do so. Paying online for a U.S. passport renewal through this mechanism allows you to mail your application to the U.S. Embassy in Muscat without the need to apply in person at the embassy or mail a bank check or money order. The process is also more convenient because you can apply 24 hours a day, seven days a week.

For more information on the pilot, please refer to the Frequently Asked Questions.

Frequently Asked Questions

Q: Who is eligible to pay online and renew their passport by?

A: You may be eligible to apply via online payment if you are an adult (16 years and older) who already has a 10-year U.S. passport book issued no more than 15 years ago. You must be resident in and have a mailing address in Oman or Yemen

Q: I live in Oman but the U.S. Embassy in the United Arab Emirates is closer to me than the U.S. Embassy in Oman. I want to renew my passport in the United Arab Emirates. Can I use this program?

A: No. This pilot program is limited to residents of Oman and Yemen. However, you may still schedule an appointment to submit your passport application at the U.S. Embassy in the United Arab Emirates. Detailed, step-by-step instructions on scheduling a passport appointment are available on their websites: <https://ae.usembassy.gov/u-s-citizen-services/passports/>

Q: Can minors (younger than 16 years) pay fees online and renew by mail?

A: No. Online fee payment and mail-in review is only available for adults (16 and older) with a 10-year passport book that was issued 15 years ago or less. To apply for a minor's passport, both parents/guardians must authorize in person the issuance of the child's passport. For more information, [click here](#). Children under age 16 cannot apply for a passport by themselves.

Q: What if I don't have a passport book? Can I still participate?

A: No. To participate in the pilot, you must have in your possession a passport book that is valid for ten years. During the application process, you will be required to mail your current passport and your passport application to the U.S. Embassy.

If you do not have your passport book in your possession, you must apply for a new one in person using a DS-11 passport application form.

Q: What if I don't have a passport book because it was lost or stolen? Can I still pay online and mail my application to the Embassy?

A: No. You will need to apply for a new passport in person at the U.S. Embassy. Instructions can be found [here](#).

Q: What payment methods are available for use via Pay.gov?

You can pay the \$110 fee by electronic check/transfer, credit/debit card, PayPal, or Amazon Pay on Pay.gov. This amount cannot be altered. You must pay the fee in U.S. dollars.

Q: Do I need special software or computer equipment to pay for my U.S. passport via Pay.gov?

A: No. All you need is a computer or mobile device with internet access and a web browser.

Q: Is the online process safe?

A: Yes. The payment form on Pay.gov will be encrypted to ensure your personal information is secure.

Q: How do I know that my payment information is secure?

A: Pay.gov is a secure portal used by more than 40 U.S. government agencies to collect forms and payments. Pay.gov uses 128-bit SSL encryption to protect your transaction.

Q: Can I pay for more than one passport at a time in a single transaction on pay.gov?

A: No. You must complete a new payment form for each passport application.

Q: After a successful payment is made via Pay.gov for my passport renewal, where should I mail the email confirmation and completed DS-82 application?

A: Please mail your electronic payment confirmation, current passport, pre-paid return self-adhesive mailing label, passport photo, and signed DS-82 application to the U.S. Embassy in Muscat.

If you are resident in Oman or Yemen please mail your documents to Muscat.

U.S. Embassy
American Citizen Services P.C. 115
Madinat Al Sultan Qaboos
Muscat, Oman

<https://om.usembassy.gov/u-s-citizen-services/passports/>

Q: What are the steps for paying online for my U.S. passport renewal via Pay.gov?

A:

1. Acknowledge the disclaimers and notices;
2. Verify your eligibility;
3. Visit the Pay.gov link;
4. Pay for the U.S. passport;
5. Await email confirmation for passport payment;
6. Print email confirmation of passport payment;
7. Fill out DS-82 Application including signature and photo
8. Mail email confirmation for passport payment, signed DS-82 application, prior passport, pre-paid return envelope (if applicable), and photo via DHL or Fedex to the U.S. Embassy in Muscat

Q: I live far away from Muscat. Can I just send (or bring) my application and pay.gov payment confirmation to the nearest consulate or Embassy?

A: No. Doing so could result in unanticipated delays. Please mail the application to the U.S. Embassy in Muscat.

Q: How long will it take to receive my passport in the mail?

A: You should receive your passport by mail/courier within 4-6 weeks, the Department's current processing time for routine service. If you have a need for immediate international travel, we may be able to issue you a limited validity emergency passport that will be valid for one year. Please make an appointment and come to the Embassy or nearest consulate in person (link to appointment page). We

are unable to process requests for expedited service through the pilot online payment process via Pay.gov.

Q: How do I check the status of my DS-82 application?

A: You may contact the Consular Section at the U.S. Embassy in **Muscat** by email at Consularmuscat@state.gov. We ask that you wait at least five business days after mailing your documents to the U.S. Embassy before sending an inquiry.