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Frequently Asked Questions

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1. May I apply for documents by mail or email?

A: The Consulate General only accepts the following applications by mail, and applicants should reside within its consular districts:

- 1) Chinese passport renewal (only those passport numbers beginning with "14");
- 2) Travel documents for children of Chinese citizens and born in the U.S.;
- 3) Living Certificate;
- 4) Authentications.

Applicants needing the above-mentioned documents who intend to use the documents urgently, in less than 20 days, should not submit the application by mail because we do not have express or rush service for applications by mail.

Please be noticed that we do not issue any document, passport or visa via email or through internet.

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2. Must I submit the visa application in person since the cancellation of mail service for visa applications?

A: You may also entrust someone else, such as a friend, family relative, or a travel agent to submit the application. No entrustment letter is required other than application materials.

Due to market competition of visa agents, it is improper for the Consulate General to provide any information or list of travel agents. Applicants are suggested to search information on internet such as <http://www.yahoo.com>, or <http://www.google.com>. Please be noticed that all responsibilities aroused hereby should be held by the applicants.

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3. Could you mail my visa back if I submit my visa application in person?

A: Visas should be picked up in person by applicants or someone entrusted. We have the same day pickup service for visa applicants.

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4. If I enclose a prepaid return envelope, do I still pay the \$5 mail handling fee?

A: Yes. Mail handling fee is just for the handling of the mail application, not the postage of the returned mail. It can be included in one money order with the regular fee.

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5. Why has my mail been returned?

A: Probably because your materials did not meet our requirements. For example, you did not mail some copies of the documents, your postage is not enough or you attempted to apply for a visa which you can not do through mail.

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6. I used overnight mail service. Why I did not get my application back on the third day?

A: It usually takes 15 days to process your application, irrespective of what kind of mail service you use. Please understand that the overnight service or express service is provided by mailing companies, and not the Consulate General.

If you want to use your documents in less than 20 days, you should apply in person.

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7. Could you track my application by mail?

A: Due to too many applicants, we can not track mail applications one by one. Just be patient please.

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