

COLLECTING YOUR PASSPORT AND ISSUED U.S. VISA AFTER INTERVIEW OR INTERVIEW WAIVER PROCESSING

Beginning on April 7, 2021 the return of visa related documents by a courier service without cost to applicants will not be available in South Africa.

To arrange for courier return of your documents to your home or business address:

- Log into your account at <https://ais.usvisa-info.com/>. Select "continue", and then select "Request Premium Delivery" and follow the required steps. This step can be completed at the time of booking your appointment, or at any time until immediately after your visa interview. If you select this service and your visa application is refused, the U.S. Embassy is not able to assist in a refund. Please contact the help desk at https://ais.usvisa-info.com/en-za/niv/information/contact_us.

To arrange for return of your documents by DHL to a South African DHL office near you:

- Email the below information to the email address corresponding with your location:

U.S. Consulate Johannesburg and surrounding areas - zaexpusconsulatejnb@dhl.com

U.S. Consulate Cape Town and surrounding areas - usconsulatecpt@dhl.com

U.S. Consulate Durban and surrounding areas - zaexpusconsulatedur@dhl.com

Please include the below information on your e-mail:

- Applicant Name and Surname
- Passport Number
- E-mail address
- Phone contact details
- The Consulate that the passport needs to be collected from and [DHL office](#) where passport needs to be delivered to for collection by applicant (Example: US Consulate Cape Town to DHL Bloemfontein).

A DHL consultant will provide instructions for waybill purchase and document pick up. This step can be completed at any time after booking your appointment until immediately after your visa interview. If you select this service and your visa application is refused, the U.S. Embassy is not able to assist in a refund. For questions regarding refunds, contact DHL at the email addresses above.

Please Note: Payment for document delivery service is not included in the visa fee. If you do not complete this step, you will not receive your passport and U.S. visa.

Visa pickup from the U.S. Consulates will be granted only in emergency situations and for applicants from Lesotho. An “emergency” is defined as a situation when the applicant has little to no control over his/her time of application and travel plans.

NON-IMIGRANT VISA - INTERVIEW WAIVED

All applicants must begin their non-immigrant visa application process through the GSS appointment scheduling website at <https://ais.usvisa-info.com/>.

Only if the appointment scheduling system informs you of your eligibility to complete the visa process without an interview should you continue to the following step.

- Email the below information to the email address corresponding with your location:

U.S. Consulate Johannesburg and surrounding areas - zaexpusconsulatejnb@dhl.com

U.S. Consulate Cape Town and surrounding areas - usconsulatecpt@dhl.com

U.S. Consulate Durban and surrounding areas - zaexpusconsulatur@dhl.com

Please include the below information on your e-mail:

- Applicant Name and Surname
- Passport Number
- E-mail address
- Phone contact details
- [DHL office](#) where passport will be dropped off at, and Consulate where passport will be delivered to (Example: DHL Bloemfontein to U.S. Consulate Cape Town).
- The Consulate that the passport needs to be collected from and [DHL office](#) where passport needs to be delivered to for collection by applicant (Example: U.S. Consulate Cape Town to DHL Bloemfontein) if you have not purchased "Premium Delivery" at <https://ais.usvisa-info.com/>.

A DHL consultant will provide instructions for waybill purchase, and how to mail in your completed application package at your DHL service point of choice, including your return waybill if you have not purchased "Premium Delivery" at <https://ais.usvisa-info.com/>. If you select this service and your visa application is refused, the U.S. Embassy is not able to assist in a refund. For questions regarding refunds, contact DHL at the email addresses above.

If any additional information is required to process your case, the U.S. Consulate will contact you directly.