



American Citizen Services
American Institute in Taiwan

Pay.gov

Frequently Asked Questions (FAQ)

1. Who is eligible to pay for fees online and renew their passport by mail?

You are eligible to renew your passport via Pay.gov if you are 16 years or older and already have a 10-year validity U.S. passport issued no more than 15 years ago. You must be a resident in and have a mailing address in Taiwan. If you are eligible, please follow the instructions on the AIT site [here](#).

2. Can minors (younger than 16 years old) pay fees online and renew by mail?

No. Online fee payment is only available for those individuals who are 16 years of age or older. 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.

3. What if I don't have a passport book? Can I still participate?

No. To participate in the program, 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 AIT. 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

4. 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 AIT?

No. You will need to apply for a new passport in person at AIT. Instructions can be found [here](#).

5. Can I pay for a passport card as well?

No. Currently, our overseas online fee payment form via Pay.gov is available **only** for passport book renewals. Instructions to apply for a passport card at AIT can be found [here](#).

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

You can pay the USD 130 fee by internationally accepted credit/debit card, electronic funds transfer (from a U.S. bank account), PayPal, or Amazon Pay. This amount cannot be altered. You must pay the fee in U.S. dollars.

All transactions are processed in U.S. dollars. Cash and personal checks are not accepted via the Pay.gov site.

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

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

8. Is the online process safe?

Yes. Pay.gov is a secured portal that uses 128-bit SSL encryption to ensure that your personal and payment information is protected. It is a trusted site used by more than 40 U.S. government agencies to collect forms and payments for customers.

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

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

10. 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?

Please mail a copy of your payment confirmation email, current passport, passport photo, signed DS-82 application, and passport delivery form to either AIT Taipei or AIT Kaohsiung.

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

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; and
8. Mail email confirmation for passport payment, signed DS-82 application, prior passport (original and photocopy), courier form, and photo via local postal mail to AIT Taipei or AIT Kaohsiung.

12. How long will it take to receive my passport in the mail?

You should receive your passport by courier within six weeks. If you have a need for immediate international travel, please contact us.

13. How do I check the status of my DS-82 application?

You may check the status of your application online. Please click [here](#).

14. When I try to click and pay, the webpage does not update to confirm payment. What do I do?

Refresh your webpage or switch to a new browser to continue with your payment. If you are concerned your payment was submitted, please contact onsitefees@state.gov.