

FREQUENTLY ASKED QUESTIONS (FAQs)

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PASSPORT INFORMATION

Tourist/No Fee Passports

Tourist passports for both minors and adults (used for leisure travel)

No-Fee and Official passports (for official travel on orders only)

Diplomatic passports (documentation from the customer is required)

Dependents overseas are highly encouraged to have both tourist and no-fee passports. No-fee passports are not to be used for leisure travel; they are for official travel only (to be used with PCS or TDY orders). No-fee passports with Status of Forces Agreement (SOFA) are normally required for dependents to PCS out of commercial ports.

Tourist Passport and other fees are as follows:

- Tourist Passport Adult (Age 16 and older; first or replacement passport if lost/mutilated) \$165
- Tourist Passport Adult (Renewal) \$130
- Tourist Passport Minors (under age 16 and first passport renewal) \$135

How Do I Schedule an Appointment?

To schedule an appointment, send an e-mail to 52mss.dpmpsp@us.af.mil.

Please indicate what type of passport you are applying for (no-fee/tourist/official), if the applicant is an adult or minor (under 16 years), and how many applicants will need to be seen during the appointment window.

How Long Does It Take to Receive my Passport?

The time between your appointment and when your passport arrives varies depending on multiple factors. We appreciate your understanding in this matter.

The current wait times for receiving your passports after applying are below:

- **Tourist Passports: 4-6 Weeks**
- **No-Fee/S.I.P/Official/Diplomatic Passports: 6-8 Weeks**

To check the status of your passport application, go to <https://passportstatus.state.gov/>.

What Do I Need to Bring to my Appointment?

Please see our checklists for requirements to submit your passport application.

<https://www.52fss.com/document-manager/military-personnel/passport-office>

When applying for my child’s passport, do both parents need to be present?

Yes, both parents need to be present when applying for passports for children 15 years of age and younger.

If one parent/guardian cannot go with the child to apply for the passport, they can give permission by completing Form DS-3053 “Statement of Consent.” You must submit the completed form with the child's passport application. The parent that cannot go with the child must:

- Sign and date Form DS-3053 in the presence of a certified notary public, and
- Submit a photocopy of the front and back side of the ID that they present to the notary public with Form DS-3053.

What are the Passport Photo Requirements?

What pose should I be in for my photo?

You must directly face the camera. Profile shots will not be accepted. Your expression should be neutral with both eyes open and directly facing the camera. Photos with exaggerated expressions and squinting will not be accepted.

How recent must my photo have been taken?

Your photo must have been taken within 6 months of submitting your application and reflect your current appearance.

Can I wear a hat or head covering for the photo?

You may wear a hat or head covering, but you must submit a signed statement that verifies that the hat or head covering is part of recognized, traditional religious attire that is customarily or required to be worn continuously in public or a signed doctor's statement verifying the item is used daily for medical purposes.

Your full face must be visible and your hat or head covering cannot obscure your hairline or cast shadows on your face.

Can I wear a uniform in my photo?

Uniforms, clothing that looks like a uniform, and camouflage attire **CANNOT** be worn in the photo except in the case of religious attire that is worn daily.

Is it acceptable for my child's eyes to be closed in his/her photo?

It is acceptable if an infant's eyes, particularly a newborn's, are not, or are not entirely, open. All other children must have their eyes open and looking straight ahead towards the camera.

Official/Diplomatic Passport Information

Who is eligible for an Official or Diplomatic passport?

[22 CFR §51.3](#) states that an official passport is issued to an official or direct hire employee of the U.S. government traveling abroad to carry out official duties. A Diplomatic passport is issued to a Foreign Service Officer or to a person having diplomatic status or comparable status because he or she is traveling abroad to carry out diplomatic duties on behalf of the U.S. government.

May I use my Official or Diplomatic passport for personal travel?

For personal travel, you must use a **tourist** passport.

Can I have an Official and Diplomatic passport at the same time?

No, you may not hold an official and a diplomatic passport at the same time. If you require another type of special issuance passport for a particular job or assignment, you may be asked to turn in your valid Official or Diplomatic passport to be filed at the Special Issuance Agency.

Can I have both a valid regular passport and a valid special issuance passport at the same time?

Yes, you can have both a valid regular passport and a valid special issuance passport at the same time.

Do my dependents need passports?

Yes, dependents authorized to accompany you on official assignments abroad **must have their own** Special Issuance Passport.

How much validity do I need in my passport in order to travel?

Many countries require that your passport be valid at least six (6) months beyond the dates of your travel. Some airlines may not allow you to board if this requirement is not satisfied.

My passport has been damaged. Can I continue to use this passport?

If your passport has been *significantly* damaged, especially the book cover or the page displaying your personal data and photo, you will need to apply for a new passport. Damage that might require you to replace your passport includes water damage, a significant tear, unofficial markings on the data page, missing visa pages (torn out), a hole punch, or other injuries.

Normal "wear and tear" of a U.S. passport is expected and likely does not count as "damage", examples include a bend of a passport after being carried in your back pocket or fanning of the visa pages after extensive opening and closing.

If you need to replace your damaged passport, you will need to submit the following in person:

- The damaged passport;
- A signed statement explaining the damaged or mutilated condition of your passport book and/or card;
- Form DS-11; and
- All documents required by Form DS-11, including citizenship documentation (i.e., birth certificate).

Who Can Pick Up My Passport?

The applicant must pick up their passport.

Minor passports may be picked up by the parent/guardian.

If you cannot pick up your passport, you may authorize someone else to pick up your passport on your behalf. Please e-mail us with the full name of the person you are authorizing.

Please note this applies for spouses as well. You must authorize your spouse to pick up your passport.

PASSPORT – VMPF OUTPROCESSING

How Do I Get Signed Off on Virtual?

Please send a copy of your orders to 52mss.dpmpsp@us.af.mil

If your dependents have been issued no-fee passports, they must be turned in.

ELECTRONIC CRBA INFORMATION

What is an eCRBA?

eCRBA is the Department of State's new online application for a Consular Report of Birth Abroad (CRBA). eCRBA does not require any new information or processes – applicants enter the same information in eCRBA as in the paper application. This new application method,

however, will allow you to enter your data, upload required documents, pay the fees and schedule your appointment all online. Additionally, you will be able to check the status of your application online.

What are my payment options?

eCRBA requires payment using the U.S. government's official payment site "pay.gov", which accepts payments in U.S. dollars from a credit card (MasterCard, Visa, American Express, Discover) or U.S. bank account.

The \$100 fee for the eCRBA will be paid for online after you complete your application. The \$135 fee for a tourist passport must be paid for during your appointment at our office.

How do I know if my eCRBA has been received?

After successfully submitting an eCRBA application and payment, you will see a confirmation screen. You will also receive a follow-up email, confirming receipt of your application. If you should not receive a follow-up email, please check your junk inbox.

How do I make an appointment with Spangdahlem Passport Office?

After completing the online application and making a payment online. When completing the online application, please provide your email address and the one from your passport acceptance agent on base (52mss.dpmpsp@us.af.mil).

Once the consulate in Frankfurt receives your CRBA payment and documents, they will forward your application via PDF within 2 to 3 weeks of payment to your passport agent on base.

Your Passport Acceptance Agent will email to make an appointment for parent's and child to appear in person to take the oath, accept all original documents, and apply for your child's tourist and/or no-fee passport.

What Documents Should I Bring to My CRBA Appointment?

Please see our CRBA checklists for more information.

<https://www.52fss.com/document-manager/military-personnel/passport-office>

How Long Will It Take for my Child's CRBA to Arrive?

The time between your appointment and when your CRBA arrives varies depending on multiple factors. We appreciate your understanding in this matter.

The current wait times for receiving your CRBA after your appointment is as follows:

- **CRBA / Newborn Passport: 6-8 Weeks**

To check the status of your passport application, go to <https://passportstatus.state.gov/>.

SOFA INFORMATION

What are the SOFA status benefits and responsibilities?

SOFA is defined as a treaty that sets out the terms under which the members of the force and the civilian component of a foreign NATO-member state are allowed to operate in another NATO state. The SOFA certificate identifies the bearer as a person who is entitled to unrestricted entry and exit from Germany and to benefits, privileges and protection under the NATO SOFA and the German Supplementary Agreement.

These benefits include the exemption from having to register your presence with the German authorities and paying German income tax. You can also purchase certain goods tax-free to include vehicles.

The SOFA treaty gives us many benefits, but it also means that we have certain responsibilities. Individuals are responsible for learning and obeying German laws, carrying an official ID card issued by the sending state, registering vehicles with USAREUR and having a SOFA certificate in their passport to prove their entitlement to live and travel within Germany.

Who is entitled to a SOFA certificate?

In order to be eligible, you must belong to one of the following categories:

- U.S. DoD civilians or DoD-sponsored contractors and their family members
 - Military dependents accompanying the force

Certain foreign nationals from NATO-sending states employed by the armed forces are also eligible. Local national (German) or foreign employees from countries that are not members of NATO are not entitled to SOFA status.

What documents do I need to receive a SOFA certificate?

Command-sponsored family members and stateside-hire civilians should receive a SOFA stamp in their no-fee passport before arriving in Germany.

The documentation needed for U.S. Forces members to obtain SOFA certificates for their foreign national or non-command-sponsored dependents include their PCS or TDY orders assigning them to Germany and their dependents' passports and ID cards.

For local hire civilians, contractors and their family members, an AE Form 600-77A is required from their servicing personnel office or sponsoring agency. In addition, the dependents' passports and valid ID cards are also required. All family members must be enrolled in the Defense Enrollment Eligibility Reporting System (DEERS).

If dependents do not possess a valid ID card (i.e. children under the age of 10), the sponsor will need to provide a DD Form 1172-2 as verification that the dependents are enrolled in DEERS.

If you need a SOFA card, please see SOFA – REQUESTING A SOFA CARD CHECKLIST <https://www.52fss.com/document-manager/military-personnel/passport-office>

SOCIAL SECURITY NUMBER APPLICATION

How Can I Apply for a Social Security Number?

To apply for a social security number, complete the SS-5-FS (Application for a Social Security Card) and send along with required documents/certified copies to the Frankfurt Consulate.

Consulate Frankfurt Attn:
SSA/FBU Giessener Str. 30
60435 Frankfurt am Main

For more instruction, please see SOCIAL SECURITY APPLICATION INSTRUCTION
<https://www.52fss.com/document-manager/military-personnel/passport-office>

If you have any questions and to request certified copies, contact the passport office at DSN 452-4448.

Mailing your Social Security Number Application

To avoid delays and increase security for return of your documents, we recommend you send applications and certified copies via any registered carrier of your choosing that can provide a tracking number. Please note that mail sent through the Post Office on base may not be tracked.

You are responsible for keeping records of your tracking number.

We do not provide a receipt status or an interim status on submitted applications for a social security number.

SSN Cards are mailed from Social Security headquarters in the U.S. and not the Federal Benefits Unit.

Checking the Status of Your SSN Number Application

Request via e-mail: fbu.frankfurt@ssa.gov
Request by telephone: 069-90-555-1100
Mon, Tues, Thurs 0900-1100

Provide name and date of birth. Leave contact info such as your e-mail and telephone number.