



**U.S. PASSPORT INFORMATION  
U.S. Embassy Guatemala City**

**ADULT PASSPORT RENEWAL  
By Mail (Courier companies: Cargo Expreso/Guatex)  
(You may still request an appointment to renew your passport at the Embassy in  
Guatemala)**

Make sure that you meet the requirements and send **all** the documentation.

**You may qualify for a Passport Renewal Process by mail meeting the following criteria:**

- Your previous U.S. passport book/card is in your possession.
- You were at least 16 years old when your most recent U.S. passport book/card was issued.
- Your most recent U.S. passport book/card was issued less than 15 years ago.
- Your previous U.S. passport was issued under your current legal name.

**NOTE: previous lost/stolen/mutilated passports DO NOT meet criteria for the service. If you do not meet the above criteria, you should follow the regular process as if your case was an adult renewal and schedule an appointment at the U.S. Embassy in Guatemala.**

**The courier renewal process steps is as follows:**

1. Applicants submit documents to any Cargo Expreso or Guatex agency.
2. Applicants purchase the delivery and return shipping labels at the same agency. (Applicant must keep copy of the return pre-paid label to pick up the passport.)
3. Documents are sent to the U. S. Embassy in Guatemala in a sealed envelope provided by the agency.
4. The U.S. Embassy processes the applications upon receipt of the documents. (An incorrect or missing fee payment will result in no processing and return of all documents.)
5. Upon receipt at the Embassy, new passport will be sent back to the agency along with the cancelled previous passport using the pre-paid return labels.

**Documents to include:**

- DS-82 Passport application form** filled out online and printed (It should have a barcode on the left side). Go to: <https://pptform.state.gov/>

Please be informed that signature in application should be the same as in the previous passport and a SOCIAL SECURITY NUMBER IS REQUIRED in order to process the passport. If you have never had or applied for a social security number, you will be required to include a declaration under penalty of perjury that you were never issued a

social security number ([No Social Security Statement](#)). This declaration does not need to be notarized. When filling out the form, please include “0”’s if you do not have a Social Security Number.

- Current passport.** If your current passport is unavailable, please read instructions for **lost or stolen passport**. If your current passport was issued more than 15 years ago or when you were younger than 16 years you need to schedule an appointment and proceed as if it was a **first time passport**. If you request the passport card renewal, you must send the current card.
- One (1) color passport photo**, 2" x 2" on white background and not wearing glasses. Check [photo](#) requirements.
- Payment fee** is \$110.00 or the equivalent Q858.00 in quetzales. You may send a US bank cashier’s check or a quetzales cashier’s check for the **EXACT AMOUNT** under the name of “**U.S. Disbursing Officer**”. The check cannot be more than six months older from the date issued. **The US Embassy is not allowed to accept local US dollars cashier’s checks nor cash for this process.** If you request the passport card renewal, please include \$30.00 or Q234.00 additional to the payment check.

**Please take note of the following:**

- The courier agency personnel will not review your documents to verify if they are correct/complete. They will **ONLY** make sure that you don’t include cash in the envelope.
- The courier agency will accept **ONLY** one application and one payment check per envelope.
- To get a cashier’s check, an active local bank account is required.
- When receiving the envelope at the U.S. Embassy, our staff will review your documents.

If payment check is not correct you will receive an email as notification for you to pick up your envelope at the courier agency with an “Information Request Letter” indicating why the payment check is incorrect, along with all your original documents. Once you correct the payment check, you will have to repeat the process, including paying again for the mailing labels.

If documents are not correct/complete, you will receive an email with an “Information Request Letter” indicating what needs to be provided. If any physical/original document is required, you will need to purchase a new mailing label at the same courier agency to send us the documents. The return pre-paid label will still be valid to use when sending back the new and previous passport after being processed.

- It takes 2 business days for the courier companies to deliver the shipments from/to the embassy. The Embassy will take 10 business days to process and send your new passport to the same courier agency.

Passport applications are sent to the United States for printing, and take approximately **ten business days** to process. Your process will be delayed significantly if you are missing any of the requested documents. Consider at least **3 weeks** to get your new passport using this renewal process.

Please find below the list of courier agencies for each company. (Companies are listed in alphabetical order). Contact them to find specific information about prices and schedules.

### CARGO EXPRESO – AGENCIES

AGENCIA	DIRECCION	TELEFONO
ANTIGUA	4a av sur No. 1	7832-9134
BARBERENA	Km. 53.5 Carretera a El Salvador, barrio Quebrada de la Galera, Barberena	7844-5031
CHIMALTENANGO	1ra. Av e. 1-94 zona 6 interior Plaza Elis local #3 Chimaltenango	7839-9993
CHIQUIMULA	10av. 5-20 zona 1 local No.10 Chiquimula (a la par del Colegio Amigos)	7796-9668
CHIQUIMULLA	3ra. Av y 3ra. Calle Z.2 Barrio Santiago	7885-1352
COATEPEQUE	3a. Avenida 4-62 Zona 1 Barrio la Batalla C.C. Coatepeque Local #3	7796-5050
COBAN	1a. Calle 14-12, Zona 2 Cobán A.V.	7951-4916
ESCUINTLA	4ta. Calle 3-38 zona 1 Centro Comercial Plaza Sol local #6. Escuintla	7884-1982
ESQUIPULAS	3ra. Ave. 6-97 zona 1 local 4 Edificio Lorenzo Esquipulas, Chiquimula	7943-2315
GUASTATOYA	4ta. Calle 2-41 Zona 4, Guastatoya El Progreso	7945-1389
HUEHUETENANGO	1ra. Calle y 6 avenida "C" esquina 1-25 zona 8 edificio Innova Center local número	5923-8584
JALAPA	Av. Chipilapa 0-46, Z. 1 C.C. Novicentro Jal. Local 9	7922-2302
JUTIAPA	6ta.Calle (calle la ronda) entre 1 y 2 ave. Zona 1 Local B-3 Plaza la Ronda, Jutiapa	
LOS AMATES	Km. 200 ruta al Atlántico, cruce a los Amates	7948-9002 y 7947 3092
MALACATAN	5ta. Calle 2-45, Zona 2 Malacatan	7776-9143
MAZATENANGO	2da.Ave 8-51 zona 1, Cc. Santa Clara, Local 4, Mazatenango	7872-5170
MORALES	Av. Simón Bolívar, C.C. Plaza	7947-8635
PANAJACHEL	Calle Principal 3-36, Zona 1 Panajachel	7762-0908
PETEN	4ta. Calle 0 ave calle principal Santa Elena (entre Elecktra y Librería Papelería Cultur	77970227 / 5482-6100
POPTUN	Calle principal, Interior Gasolinera Santa Rita, frente a CC. Mundo Maya	5865-0059
PTO. SAN JOSE	Barrio Los Encuentros Plaza Martita Local #3 Puerto De San Jose	5966-8146
PTO. BARRIOS	20 calle y 8va. Ave. Puerto Barrios, Izabal	7942-9465
QUICHE	2da. Ave. 18-15 Zona 4, Santa Cruz del Quiché	7765-6187
QUETZALTENANGO	7ma. Calle 17-40 zona 3 frente a Meycos	7767-2382 y 7767-2236
RETALHULEU 1	Km 184.5 frente a Taller Hino, Retalhuleu	5858-8104
RETALHULEU 2	5ta. Ave y 4ta calle, 4-60 zona 1, Retalhuleu	77713649
SALAMA	1ra.Calle 10-88 Zona 6, Salama	7940-1014
SAN MARCOS	7a. Av. "A" 8-09 zona 1 Edificio Villa Rome local No. 6	7760-4092
SANTA LUCIA	Calzada 15 de Septiembre 5-131 Santa Lucia	7882-6476
SANTO TOMAS	Colonia Bambi 2, Casa # 1-5 frente colonia portuaria, Santo Tomás de Castilla	7960-0528
TECULUTAN	Km. 121 Carretera al atlantico Local No. 5, a la par de Gasolinera Texaco	7934-8559
TECUN UMAN	4ta. Ave. 2-64 Z.1	7776-8622
TIQUISATE	Calzada principal 1-01 zona 4 Centro Comercial Arboreto local No. 128 primer nivel, Tiquisate Escuintla,	7933 9712
TOTONICAPAN	7ma. calle 4-50 Zona 4	7766-4386
ZACAPA	Calz. Miguel García Granados Edif. Centro Clínico, local 5, entrada principal de Zaca	77966238
GUA ZONA 1	Avenida Elena y 14 calle esquina zona 1 Edificio Bonin	2220-1926
GUA ZONA 9	12 calle 5-59 zona 9 Plaza Montufar local 12	23608626
GUA ZONA 12	31 calle 25-45 zona 12 edificio intercambio Puerta No. 35	23814466
GUA ZONA 11	20 Calle 16-43, Zona 11	2473-0716
GUA ZONA 3 MIXCO	3ra. Ave. 2-28 Zona 3 mixco Colonia El Rosario	2437-5072
GUA VILLA NUEVA	3ra Calle 13-90 zona 1 Col. Las Gardenias local 4 Villa Nueva	6631-1994

## GUATEX – AGENCIAS

AGENCIA	DIRECCION	TELEFONO
ANTIGUA	7 AV. NORTE CASA #15 A ENTRE 1RA Y 2 CALLE PONIENTE ANTIGUA	7832-2059
BARBERENA	KM. 54.5 LOCAL NO.1, CENTRO COMERCIAL MINERVA	7887-0233
CHIMALTENANGO	ALDEA LOS PLANES ZONA 0 CAMINO VIEJO A EL TEJAR A 800MTS DEBAJO DE C,C PRADERA	7849-1325
CHIQUIMULA	9 AV. 2-10 ZONA 1 CHIQUIMULA	7792-3166
CHIQUIMULILLA	1A. AV. 5TA. CALLE A ZONA 3	7885-1043
COATEPEQUE	7A. AV. 15-64, ZONA 2, LOCAL 1-C, CONDADO SANTIAGO	4211-1637
COBAN	11 AV. DIAGONAL 3-22, ZONA 2 COBAN, A.V. A 250 MTS. DE PLAZA MAGDALENA, FTE. A GRUPO COMARSA	7952-3336
EL PROGRESO	BARRIO EL PORVENIR, ENTRADA PRINCIPAL DE BUSES NUEVA TERMINAL, GUASTATOYA	7945-1157
EL ROSARIO	RIO HONDO, ZACAPA	7943-6570
ESCUINTLA	3A. AV. 5-30, ZONA 1	7889-7269
ESQUIPULAS	9 CALLE 2-14 ZONA 1	7943-0445
GUALAN	COM. ELSA LOCAL NO. 4, BARRIO LA ESTACION, GUALAN, ZACAPA, FTE. A OFICINAS DEL CORREO	7933-2108
HUEHUETENANGO	COLONIA EL BOSQUE ZONA 5 FRENTE A FUNDABIEN ATRÁS DEL HOTEL DEL BOSQUE	7764-2489
HUEHUETENANGO EL CAMBOTE	SECTOR 6 EL CAMBOTE ZONA 11, HUEHUETENANGO	7934-4597
JALAPA	2a. AV. 0-87, ZONA 1, JALAPA	7922-8125
JUTIAPA	KM. 117.5 CARR. INTERAMERICANA CENTRO COMERCIAL EL VIEJO CHAPARRON LOCAL NO. 3	7844-4985
MALACATAN	4A. CALLE 6-21, ZONA 1, MALACATAN	7777-1355
MAZATENANGO	05 AVENIDA 2-29, ZONA 2, MAZATENANGO	7871-8920
MORALES	BARRIO LA BOMBA BODEGAS CIRCULOS NORTE ENTRADA A MORALES	7947-6357
PETEN	RUTA A CENTRO COMERCIAL METRO PLAZA MUNDO MAYA FRENTE AL AEROPUERTO	7926-3559
POPTUN	KM. 381.5 8-64 CALZADA GUATEMALA, ZONA 4 POPTUN	7927-6270
PUERTO BARRIOS	6 AVENIDA ENTRE 16 Y 17 CALLE PUERTO BARRIOS AUN COSTADO DEL JUZGADO DE LA NIÑEZ	7797-2978
PUERTO SAN JOSE	C.C. Y CTRO DE CONV. PLAZA MANANTIAL LOCAL NO. 23, BARRIO LA ARENERA, KM. 103 CARR. A PUERTO SAN JOSE	7881-1144
QUETZALTENANGO	9A. CALLE Y 35 AV. 8-09 ESQUINA ZONA 8	7932-4747
QUETZALTENANGO	1A. CALLE 20-34, ZONA 3, LA DEMOCRACIA	7761-6051
QUETZALTENANGO	6 AVENIDA 2-29 ZONA 2	7765-3818
QUICHE	17 CALLE 0-30 ZONA 5, SANTA CRUZ DEL QUICHE	7755-4167
RETALHULEU	CENTRO COMERCIAL TROPI PLAZA LOCAL 10 ATRÁS DE MAXI DESPENSA RETALHULEU	7771-6303
SALAMA	4A. AV. BARRIO AGUA CALIENTE ZONA 1, C.C. EL VALLE LOCAL 12 Y 13	7940-2186
SAN MARCOS	7A. AV. 3-09, ZONA 2, SAN PEDRO, SAN MARCOS	7767-9000
SANTA LUCIA COTZ.	1 CALLE 3-77 ZONA 1	7882-1315
SOLOLA	6A. AV. 3-01F INTERIOR ZONA 2, BARRIO EL CALVARIO, SOLOLA	7762-3822
STO. TOMAS DE CASTILLA	COLONIA BANVI 2, CALLE ADOQUINADA SANTO TOMAS DE CASTILLA, ANTIGUO LOCAL DIST. KAREN	7945-3508
TECULUTAN	7A. AV. ZONA 1, C.C. LA VILLA LOCAL NO. 7	7934-7230
TECUN UMAN	1A. AV. 1-24, ZONA 1, TECUN UMAN, S.M.	7776-6231
TIQUISATE	12 CALLE 5-10, ZONA 1, TIQUISATE	7884-4270
TOTONICAPAN	5A. CALLE 5-04, ZONA 4,	7766-4901
ZACAPA	16 AV. 9-24, ZONA 1, BARRIO EL TAMARINDAL	7941-2777
ZONA 1	21 CALLE 0-10, ZONA 1, COMERCIAL EL ÉXITO	2253-6645
ZONA 6	15 AV. 6-57, ZONA 6	2288-7379
TERMINAL SUR	3A. AV. 2-35, ZONA 9	2360-8032
MAJADAS	CENTRO COMERCIAL DE CONVENIENCIA MAJADAS LOCAL 7 FRENTE A WALMART	2361-8593
ZONA 12	14 AV. 4-13, ZONA 12	2474-2377
AGENCIA OBELISCO	6 AVENIDA 14-49 ZONA 9 COMERCIALES ZONA 9	2416-1400
TERMINAL NORTE	RUTA 8 3-29, ZONA 4, INT. 9 1ER. NIVEL C.COM. MEGATERMINAL	2334-5013
AGENCIA SAN JUAN	CALZ. SAN JUAN 48-89, LOCAL 4, COL. EL ROSARIO ZONA 3 DE MIXCO	2332-9889
AGENCIA VILLA NUEVA	1A. CALLE 2-95 ZONA 5, C.C. CALLE REAL LOCAL 2 Y 3, A 50 MTS DE METROCENTRO	2434-0260
AGENCIA AGUILAR BATRES	CALZ. AGUILAR BATRES 17-14 ZONA 11 LOCAL NO. 3 PLAZA SUBWAY	6631-0741
AGENCIA ROOSEVELTH	CALZ. ROOSEVELTH 35-22 CENTRO DE CONVENIENCIA PUMA ROOSEVELTH LOCAL NO. 7	2234-1766
		2233-7452