

Italian Student Visa Packet

Consulate General of Italy in Chicago

This consulate is for students whose zip codes fall under the jurisdiction of the Consulate General of Italy in Chicago. Your assignment is based on your home zip code from your SU Abroad application. If you have questions regarding your consulate assignment, please contact Gael Noyes or Marie Rauturier. Read this packet in its entirety and all instructions.

Before you begin:

- Ensure you have a passport valid for at least six months after your program ends.
- Ensure you will **not need your passport** before the program starts.
Note: If you will need your passport before the start of the program, we cannot guarantee you will receive your visa in time and you may need to apply independently. Contact Gael Noyes immediately to verify your eligibility for the group submission process.
- Visa application due date: **May 2nd, 2016**
- Main contacts:
 - **Marie Rauturier**, Visa Coordinator
315-443-9428, mrauturi@syr.edu
 - **Gael Noyes**, Florence Admissions Counselor
315-443-0252, gknoyes@syr.edu
- Do not send anything directly to the consulate. Send or bring all materials to:
SU Abroad
ATTN: Italy visas
106 Walnut Place
Syracuse, NY 13210
- **International students** may apply through the Chicago jurisdiction if your home school is in Colorado, Illinois, Iowa, Kansas, Minnesota, Missouri, Nebraska, North Dakota, South Dakota, Wisconsin or Wyoming. Please submit a copy of your I-20 or Green Card with your other paperwork. If you are on an F1 visa, make sure it is valid for at least 3 months after the Florence program ends.
- **Students with European Union citizenship** traveling with their EU passport do not need a visa.
- **Full year students:** If there is any chance that you may decide to stay in Italy for the academic year (fall 16/spring 17) with our program, you should get a visa to cover both semesters in advanced. If you do not, you will have to return to the US during

the winter break and apply for a new visa for the spring semester. Please contact Marie Rauturier or Gael Noyes regarding this matter.

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Rules for Submitting Your Italian Visa Application:

1. All documents must be submitted/postmarked by the deadline, sent in one package.
2. All documents must be printed **single-sided**.
3. Do not use staples, paper clips, glue or tape on any portion of your application.
4. All forms with handwritten sections must be legible and written **in black or blue ink**.
5. All photos, photocopies and scans must be clear and easy to read.
6. You may print and photocopy in black and white or color.
7. You may use the forms in this packet or download them from your [SU Abroad Portal](#).
8. Make copies of all documents for your records and reference.

Note: Especially keep a copy of the ID page of your passport.

9. Send applications through a courier service (FedEx, UPS) or registered mail (US Postal Service with a tracking number).

Note: We strongly recommend using FedEx or UPS. US Postal Service may take up to two extra days to reach the SU Abroad office.

10. **Make sure your passport is signed!**

Checklist of Required Visa Documents

The following documents must be **uploaded** to your SU Abroad Portal:

- ☐ A scan of the ID page of your official passport
- ☐ Confirmed round-trip flight itinerary

The following documents must be **mailed** or brought to SU Abroad:

- ☐ Official **SIGNED** passport
- ☐ One official passport photo
- ☐ Italian visa application form
- ☐ **Notarized** photocopy of your driver's license or state ID
- ☐ **Stamped** photocopy of your student ID card
- ☐ Enrollment verification letter from your home university (not required if SU students)
- ☐ Money order for \$55.05
- ☐ International students: a copy of your I-20 form or Green Card (both sides)
- ☐ Pre-Paid UPS label

Note: What is a Notary?

You will notice a few documents require notarization. A notary is a person authorized to perform legal formalities; in this case, authorization of a signature on an official document. This tells the consulate that it has been legally confirmed that YOU signed the document before him/her. You can find notaries at most banks. SU Abroad does not have an acting notary.

Remember to keep a copy of all documents for your records!

You are required to provide a copy of the identification page of your passport. Please scan and upload a copy of this page to your SU Abroad Portal. Ensure the copy is clear and legible and you can clearly view all numbers and letters. Please see the sample on the right.

[illegible]

To obtain a visa, students must provide proof of exit from the country. You must provide confirmation that you have purchased a round-trip ticket to Italy and out the Schengen area (explanation on the following page). Upload a copy of the flight confirmation from the airline, agent or travel agency. This must include all legs of your flight and confirmation that you purchased the flight.

If you are traveling on the group flight and/or booking your flight through Advantage Travel, please inform Marie Rauturier via email and Advantage Travel will send SU Abroad all confirmed itineraries. Please ensure that you **purchase** this flight before the visa deadline. If you have questions regarding group flights, call Advantage Travel (315-471-2222).

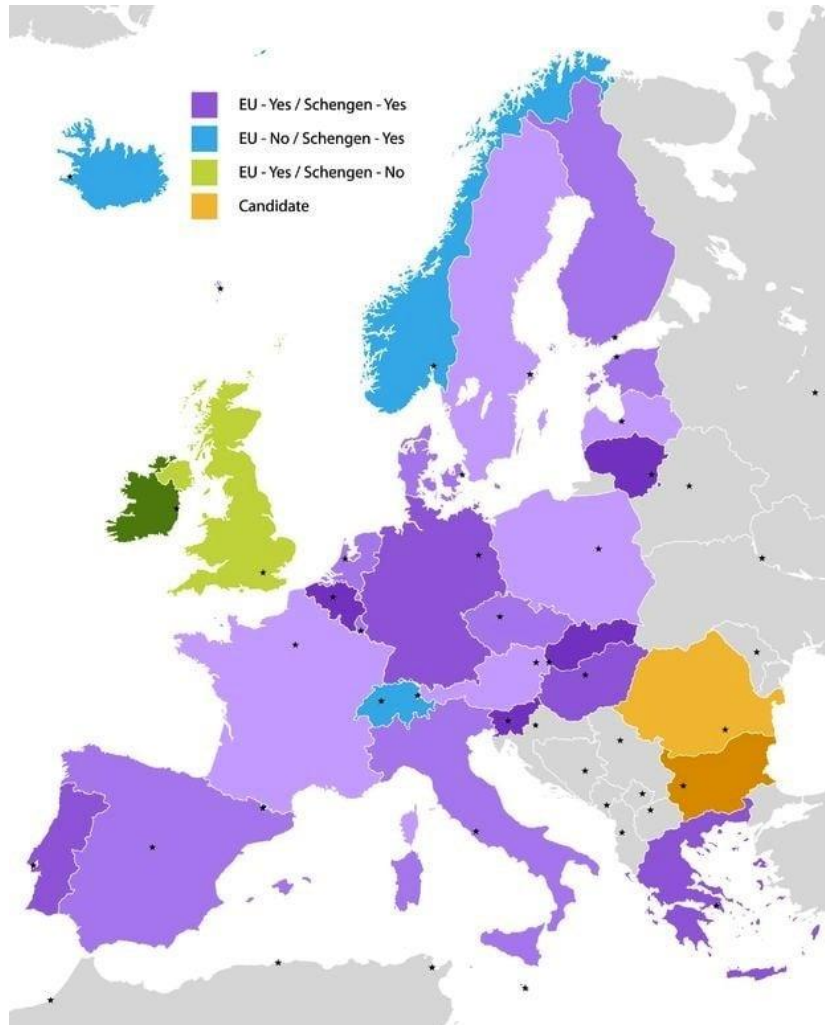
You are responsible for researching whether you need a visa for any independent travel before, during or after the program. International students are strongly advised to check tourist visa requirements thoroughly as there may be restrictions.

Syracuse Airways		Your Reservations
FRA → JFK Frankfurt to New York City (April 30, 2015) Flight: 5A2846 Travel Time: 7h 45m Depart: 5:00pm Aircraft: 747 Arrive: 4:45pm Cabin: Coach Meal: Dinner Seat: 30C		
Total travel cost (1 passenger)		
Fare	Adult	
JFK to FLR	\$650	
FLR to JFK	\$700	
Taxes and fees	\$80	
Total	\$1,430	
Charged to Jenny C. Doe *****7328 (Visa)		
		You paid \$1,430

What is the Schengen Area?

The Schengen Area includes the countries listed below. You will be able to travel freely in these countries within the dates of your program and/or visa.

- Austria
- Belgium
- Czech Republic
- Denmark
- Estonia
- Finland
- Germany
- Greece
- Hungary
- Iceland (not EU)
- Italy
- Latvia
- Liechtenstein (not EU)
- Lithuania
- Luxembourg
- Malta
- Netherlands
- Norway (not EU)
- Poland
- Portugal
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland (not EU)



MAIL: Your Official Passport

The consulate requires your official passport in order to place the visa inside as a permanent page. This visa confirms the official approval of your stay in your host country and is required for any student not of European Union citizenship.

If you do not have a passport or your passport will expire within six months of your program ending, apply for or renew your passport immediately! SU Abroad strongly recommends that you have your passport application expedited to ensure your new passport arrives in time to apply for your visa with the group. Applications for passports and passport renewal can be found online at [Travel.State.Gov](https://travel.state.gov).

Once you have applied for your passport, contact Marie Rauturier or Gael Noyes and immediately begin working on the remainder of your visa application and submit it to SU Abroad by the published deadline. Do not fill out ANY passport information, we will fill that in when your new passport arrives. Add a note with your submitted documents detailing the date you submitted your passport application. Once you receive your new passport, do not forget to sign it before sending it to SU Abroad.

MAIL: One Official Passport Photo



The consulate requires a separate photo to create your visa. This does not need to be the same photo in your passport. You may have official passport photos taken at various copy centers, drugstores and other stores (*i.e.*, CVS) for a fee. The photo should be 1.77 inches by 1.37 inches and feature only you in front of a white background. You may not take the photo yourself. Only send one photo with your visa application, but keep the extra photos and bring them with you to Italy. **Please write your name clearly on the back of the photo.** Please see the sample at left.

MAIL: Notarized Copy of Your Driver's License or State ID

Your driver's license or state ID confirms your residence in the United States and/or your residence within the consulate's jurisdiction. When photocopying your driver's license card please follow these steps:

1. Photocopy your driver's license or state ID onto the template on the following page.
DO NOT SIGN YET
2. Take the sheet to a notary and have the document notarized.
3. Send the original to SU Abroad (no copy of the stamp will be accepted).

Copy your driver's license here ↑

Place and date

Signature of the student

Signature must be notarized by a public notary:

Signed before me on: _____

Signature of the public notary: _____

Seal of the public notary

On this day, before me, the undersigned, a Notary Public in and for said state, personally appeared this individual, proved to me on the basis of satisfactory evidence to be the individual whose name is subscribed to the within instrument and acknowledged to me that he/she executed the same in her capacity, and that by her signature on the instrument, the individual, or the person upon behalf of which the individual, acted, executed the instrument.

MAIL: Visa Application Form

You must submit a paper application for your visa. Please fill out the application based on the sample provided on the following pages. Fill out each page exactly as it is filled out on the sample with your appropriate information. There are **two signatures** required on this application and you must complete both for the application to be complete.

You should have downloaded a blank application when you downloaded this packet. If you did not, please visit the SU Abroad website and enter your zip code to access the appropriate application. You can also find it in your [SU Abroad Portal](#).

Please refer to this page when answering **questions 25, 29 and 30** of your visa application.

Number of Days for Fall 2016 (question 25)

Question 25: Program	Number of Days
SU Florence Center (includes Studio Arts, Architecture, Engineering, Intensive Language, Florence Center & University of Florence (courses taught in English))	107 days
SU Florence Center (includes Studio Arts, Architecture, Engineering, Intensive Language, Florence Center & University of Florence (courses taught in English) + Greek Odyssey	118 days
Direct enrollment at University of Florence (courses taught in Italian)	113 days
Direct enrollment at University of Florence (courses taught in Italian) + Greek Odyssey	124 days

Program Dates for Fall 2016 (questions 29 and 30)

Question 29: Program	Arrival Date
Pre-Semester Seminar: The Greek Odyssey Arrive: August 19, 2016	Arrive August 19, 2016
All programs	Arrive August 30, 2016

Question 30: Program	Departure Date
SU Florence Center (includes Studio Arts, Architecture, Engineering, Intensive Language and University of Florence (courses taught in English))	Depart December 14, 2016
Direct enrollment at University of Florence (courses taught in Italian)	December 20, 2016



Consolato Generale d'Italia
Chicago

FOTOGRAFIA

LEAVE BLANK

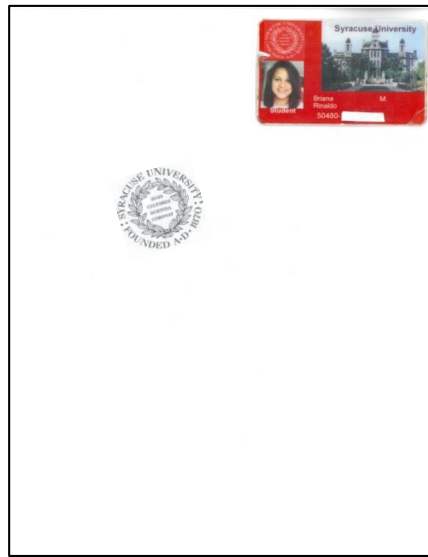
1. Cognome /Surname (x) LAST NAME (must match passport)				Spazio riservato all'amministrazione	
2. Cognome alla nascita (cognome/i precedente/i) /Surname at birth (former family name(s)) (x) LEAVE BLANK					
3. Nome/i / First names (given name(s)) (x) FIRST and MIDDLE NAME (must match passport)					
4. Data di nascita (giorno-mese-anno) Date of birth (day/month/year) Date of birth - format: day/month/year (29/05/1991)		5. Luogo di nascita/Place of birth CITY and STATE of birth		7. Cittadinanza attuale/current nationality NATIONALITY (ex: USA, CHINESE) Cittadinanza alla nascita, se diversa Nationality at birth, if different	
8. Sesso /Sex: select appropriate box <input type="checkbox"/> Maschile/Male..... <input type="checkbox"/> Femminile/Female.....		6. Stato di nascita /Country of birth COUNTRY of birth		9. Stato civile/marital status..... select appropriate box <input type="checkbox"/> Non coniugato/a/single <input type="checkbox"/> Separato/a /Separated <input type="checkbox"/> Vedovo/a /widow(er) <input type="checkbox"/> Altro (precisare) /Other (please, specify):..	
10. Per i minori: cognome, nome, indirizzo (se diverso da quello del richiedente) e cittadinanza del titolare della potestà genitoriale/tutore legale/In case of minors: Surname, first name, address (if different from the applicant's) and nationality of parental authority/legal guardian..... LEAVE BLANK				Nome:	
11. Numero d'identità nazionale, ove applicabile /.. / national identity number, where applicable..... LEAVE BLANK				Responsabile della pratica:	
12. Tipo di documento/type of passport: Select "Ordinary Passport" <input checked="" type="checkbox"/> Passaporto ordinario /Ordinary passport <input type="checkbox"/> Passaporto di servizio / Service passport <input type="checkbox"/> Passaporto speciale / Special passport <input type="checkbox"/> Documento di viaggio di altro tipo (precisare) /Other travel document (please, specify)				Nome di chi ha ricevuto la pratica allo sportello:	
13. Numero del documento di viaggio /Number of travel document..... Passport Number		14. Data di rilascio /Date of issue..... Date issued		15. Valido fino al /Valid until .. Date of expiration	
16. Rilasciato da/ Issued by..... COUNTRY of Issue (ex: USA, CHINA)		17. Indirizzo del domicilio e indirizzo di posta elettronica del richiedente Applicant's home address and e-mail address Your PERMANENT ADDRESS and EMAIL ADDRESS		18. Residenza in un paese diverso dal paese di cittadinanza attuale / Residence in a country other than the country of current nationality <input checked="" type="checkbox"/> No Select "No" unless applicable <input type="checkbox"/> Sì. Titolo di soggiorno o equivalente/ Yes, Residence permit or equivalent n. Valid until	
19. Occupazione attuale / ... Current occupation..... STUDENT				Decisione relativa al visto: <input type="checkbox"/> Rifiutato <input type="checkbox"/> Rifiutato per segnalazione SIS non cancellabile. <input type="checkbox"/> Pratica Sospesa <input type="checkbox"/> Rilasciato	
20. Datore di lavoro, indirizzo e numero di telefono. Per gli studenti nome e indirizzo dell'istituto di insegnamento/Employer and employer's address and telephone number. For students, name and address of school List your HOME UNIVERSITY name and its ADDRESS				Tipo di visto: <input type="checkbox"/> D	
21. Scopo del viaggio /Main purpose(s) of the journey Select "Study" only <input type="checkbox"/> Ricongiungimento Familiare/Familiare al Seguito / Family reunion visa <input type="checkbox"/> Motivi Religiosi/ Religious reasons <input type="checkbox"/> Sport/..Sport <input type="checkbox"/> Missione./Mission..... <input type="checkbox"/> Diplomatico/Diplomatic <input type="checkbox"/> Cure Mediche./ Medical reasons <input checked="" type="checkbox"/> Studio/Study <input type="checkbox"/> Adozione/Adoption <input type="checkbox"/> Lavoro subordinato/Subordinate work <input type="checkbox"/> Lavoro autonomo /self-employment <input type="checkbox"/> Di altro tipo / Other (please, specify).....				Valido: dal al..... Numero di ingressi: <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> Multipli	

(x) Alle caselle da 1 a 3 le informazioni vanno inserite come indicate nel documento di viaggio. Questions 1 through 3 must be completed according to the information listed in the travel document.

22. Città di destinazione/City of destination FLORENCE, ITALY	23. Eventuale Stato membro di primo ingresso/Member State of first entry (if applicable) ITALY	
24. Numero di ingressi richiesti/Number of entries <input type="checkbox"/> Uno/..... <input type="checkbox"/> Due/..... <input checked="" type="checkbox"/> Multipli/.....	25. Durata del soggiorno. Indicare il numero dei giorni (max. 365gg.) / Duration of the intended stay (maximum 365 days) PLEASE REFER TO DATES IN PACKET (ex: 107 days)	
26. Visti Schengen rilasciati negli ultimi tre anni / Schengen Visas issued during the past three years <input checked="" type="checkbox"/> No Select "No" unless you have another Schengen Visa in your passport <input type="checkbox"/> Sì. Data/e di validità / Yes, date of validity from.....to.....		
27. Impronte digitali rilevate in precedenza ai fini della presentazione di una domanda di visto Schengen/ Fingerprints collected previously for the purpose of applying for a Schengen Visa. <input checked="" type="checkbox"/> No. <input type="checkbox"/> Sì/. Yes Select "No" unless applicable Data, se nota/ Date if known		
28. Numero del Nullaosta rilasciato ai fini del Ricongiungimento Familiare/Familiare al Seguito/Lavoro Subordinato (solo ove richiesto dalla normativa disciplinante il tipo di visto richiesto)/ "Nulla Osta" ref. n. LEAVE BLANK for "Family Reunion Visa" / Subordinate work (only if requested by the law regarding the specific type of visa requested) Rilasciato dal SUI di/Issued by the "Sportello Unico per l'Immigrazione" of (specify the city)..... LEAVE BLANK Valida dal/..Valid from..... LEAVE BLANK al/to..... LEAVE BLANK		
29. Data di arrivo prevista nell'area Schengen Intended date of arrival in the Schengen area REFER TO DATES IN PACKET MUST MATCH FLIGHT ITINERARY	30. Data di partenza prevista dall'area Schengen (solo per i visti aventi durata compresa tra i 91 ed i 364gg.) Intended date of departure from the Schengen Area (only for visa of 91 days and up to 364 days) REFER TO DATES IN PACKET MUST MATCH FLIGHT ITINERARY	
31. Cognome e nome della persona che ha richiesto il ricongiungimento o del datore di lavoro. Altrimenti, nel caso di visto per Adozione, Motivi religiosi, Cure Mediche, Sport, Studio, Missione: indirizzo di recapito in Italia. Surname and name of the person in Italy who applied for "family reunion" or surname and name of the employer in Italy LEAVE BLANK For Adoption, Religious reasons, Medical reasons, Sport, Study, Mission, please give the address in Italy: LEAVE BLANK		
Indirizzo e indirizzo di posta elettronica della o delle persone che chiedono il ricongiungimento o del datore di lavoro Address and email address of the person(s) who applied for Family reunion or of the employer LEAVE BLANK	Telefono e fax della o delle persone che chiedono il ricongiungimento o del datore di lavoro./Telephone or fax number of the person(s) who applied for Family reunion or of the employer LEAVE BLANK	
32. Nome e indirizzo dell'impresa/organizzazione che invita /Name and address of host company/organization SYRACUSE UNIVERSITY IN FLORENCE PIAZZA SAVONAROLA, 15 FLORENCE I-50132	Telefono e fax dell'impresa/organizzazione Telephone and fax of the Company/ organization (39) 055-5031-31 PHONE (39) 055-5000-31 FAX	
Cognome, nome, indirizzo, telefono, fax e indirizzo di posta elettronica della persona di contatto presso l'impresa/organizzazione / Surname, first name, address, telephone, fax and email address of contact person in Company/organisation SASA PERUGINI - DIRECTOR SU FLORENCE PERUGINI@SYR.EDU PIAZZA SAVONAROLA, 15, FLORENCE I-50132		
33. Le spese di viaggio e di soggiorno del richiedente sono a carico/ Cost of travelling and living during the applicant's stay is covered by: Check the following boxes indicated and write in the following:		
<input checked="" type="checkbox"/> del richiedente/Myself Mezzi di sussistenza/means of support <input checked="" type="checkbox"/> Contanti/cash <input type="checkbox"/> Traveller's cheque <input checked="" type="checkbox"/> Carte di credito/credit card <input type="checkbox"/> Alloggio prepagato / prepaid accomodation <input checked="" type="checkbox"/> Trasporto prepagato/prepaid transport <input type="checkbox"/> Altro (precisare/Other) INDICAZIONE NON NECESSARIA NEL CASO DI VISTO PER: Ricongiungimento Familiare, Familiare al Seguito, Lavoro Subordinato/Autonoma, Missione, Diplomatico, Adozione. INFORMATION NOT NECESSARY IF APPLYING FOR THE FOLLOWING TYPES OF VISAS: Family reunion/Subordinate work /self-employment/Mission/Diplomatic/Adoption	<input checked="" type="checkbox"/> del promotore(ospite, impresa, organizzazione), precisare/a sponsor(host,company,organisation),please specify SYRACUSE UNIVERSITY di cui alle caselle 31 o 32 / referred to in question n. 31 or 32 <input type="checkbox"/> altro(precisare/Other (please, specify) Mezzi di sussistenza/Menas of support <input type="checkbox"/> Contanti/cash <input checked="" type="checkbox"/> Alloggio fornito / Accomodation provided <input type="checkbox"/> Tutte le spese coperte durante il soggiorno/ All expenses covered during the stay <input type="checkbox"/> Trasporto prepagato/prepaid transport <input type="checkbox"/> Altro (precisare)/ Other (please specify)	

MAIL: Photocopy of Your University ID

Your university ID card provides proof that you are a full-time student at an accredited university. If you are not a student at Syracuse University, you will need your school to place its stamp or seal on this copy as seen in the sample provided. Photocopy your University ID card onto a blank sheet of paper and take the sheet to your university registrar to have the document stamped/sealed. (Syracuse University students do not have this document stamped.) Send the stamped document to SU Abroad. See sample below.



MAIL: Enrollment Verification Letter from Home University

For Non-SU students only. This letter confirms that you are enrolled full time at your home university and can be used in lieu of a driver's license or state ID if you attend a school in the Boston consulate jurisdiction.

The letter should contain your anticipated graduation date and can generally be obtained from your school's registrar's office. Send the original letter with a stamp or seal, copies will not be accepted. If your school would rather send your letter directly to SU Abroad, please contact Marie Rauturier or Gael Noyes.

Money Order

Applicants are required to pay a processing fee in the form of a personal money order of \$55.05 made out to **Consulate General of Italy**, 500 North Michigan Avenue, Suite 1820, Chicago, IL 60611.

Please make sure you write your name, home address and phone number on your money order. You can purchase one at your local U.S. post office, in a bank, or at the offices of Money Gram, Western Union or Currency Exchange. Some pharmacies may also sell money orders.

Any alteration to the money order (i.e. Whiteout) will render it unacceptable.

UNITED STATES POSTAL SERVICE®		POSTAL MONEY ORDER		15-800 030
SERIAL NUMBER 0101010100	YEAR, MONTH, DAY DATE	POST OFFICE 555555	U.S. DOLLARS AND CENTS \$55.05	
AMOUNT FIFTY FIVE DOLLARS AND FIVE CENTS		*****		
PAY TO CONSULATE GENERAL OF ITALY	NEGOTIABLE ONLY IN THE U.S. AND POSSESSIONS SEE REVERSE WARNING			
ADDRESS 500 NORTH MICHIGAN AV, SUITE 1820	FROM YOUR NAME	CLERK 0011		
CHICAGO, IL 60611	ADDRESS YOUR ADDRESS			
C.O.D. NO. OR USED FOR ITALIAN VISA PROCESS	YOUR PHONE NUMBER			
000000000000		000000000000		

MAIL: Pre-Paid UPS Label

You must provide SU Abroad with a pre-paid UPS label in order to have your passport and visa returned to you. You do not need to provide SU Abroad with an envelope, just the label. Following are directions on how to create one. The label is available for printing for 24 hours. If you do not have immediate access to a printer, you can save the label as a PDF file and print it later.

1. Go to www.ups.com and select the “New User” tab. Complete the sections if you do not have a UPS account:
 - a. Contact name: your first and last name
 - b. Email: the email you will check regularly
 - c. User ID (create one)
 - d. Passport (create one)
 - e. Technology Agreement
 - f. Terms and Conditions: Agree
2. Enter your new profile information
 - a. The “address” must be your home/permanent address OR where you will be during the academic break. *Please ensure that this is a secure location with someone available to sign for the package*
3. Communication preferences: Select your own options. Click “Create a shipment.”
4. “Where is this Shipment Going?”
 - a. Select “Address Book”
 - b. Select “profile address”
5. “Where is this Shipment Coming From?”
 - a. Select “Edit”
 - b. Company or Name: SU Abroad
 - c. Contact: Gael Noyes
 - d. Address Line 1: 106 Walnut Place
 - e. City: Syracuse
 - f. State: NY
 - g. Zip Code: 13210
 - h. Telephone: 315-443-0252
 - i. Email: gknoyes@syr.edu
 - j. Click “Update”
6. “What are you shipping?”
 - a. Select “UPS Letter”
7. “How would you like to ship?”
 - a. Service: UPS 2nd Day Air or UPS Next Day Air
 - b. Select “Send email notifications”

- c. **DO NOT** select “Deliver without signature”
- 8. “Would you like to add a reference number to this shipment?”
 - a. Leave this section blank
- 9. “How would you like to pay?”
 - a. Select “Use Another Payment Card”
 - b. Enter your credit card information
 - c. Specify your billing address
- 10. “Would you like to schedule a pickup?”
 - a. Leave this section blank
- 11. Review that the information is correct, and make sure that box is checked for “Review Shipping details, including price, before completing this shipment”
- 12. Click “Next”
- 13. Enter any email address(es) you’d like to be notified upon shipment, and a personal email message if desired (e.g., “John Smith’s passport”)
- 14. Click “Next”
- 15. Review the shipping information and click “Ship Now” if correct
- 16. Print or save the label.

IMPORTANT: Although we will do everything in our power to help you locate a missing package, SU Abroad cannot be responsible for shipments that are wrongfully delivered or lost by UPS. It is UPS policy to require a signature for a package unless otherwise instructed and to leave packages in a secure location. However, we unfortunately have no control over individual drivers and whether they adhere to UPS policy.

SU Abroad recommends that you track your package when you are notified that your passport has been sent. If you have special requirements for delivery (a specific door, ringing the doorbell, etc.), these must be addressed by you as the customer with UPS.

For greater control over how your UPS shipment is delivered, please consider signing up for the UPS My Choice service. You can receive alerts regarding the package and can provide further instructions how you would like the package delivered (leave inside a side door, reschedule, bring to a different address, etc.). Read about this service here: http://www.ups.com/content/us/en/bussol/browse/personal/delivery_options/my_choice.html. To sign up, use this link: <http://www.ups.com/mychoice/welcome.html>

Please contact UPS Customer Service at 800-PICK-UPS (800-742-5877) with your tracking number if you have questions about the delivery of your package or to file a claim for a missing package. You may also file a claim from your online account.