

# French Student Visa Packet

## French Consulate in Boston

All students with permanent addresses or home universities in Maine, Massachusetts, New Hampshire, Rhode Island and Vermont may submit their application for a French student visa through SU Abroad. Read this entire packet thoroughly. Follow the instructions in this packet and this packet alone. There are various French Consulates in the United States with different requirements, but these are the only requirements you need to fulfill.

### Before you begin:

- Ensure you have a passport valid through **six months after your program ends**.
- **Note:** If you will be in need of your passport before the start of the program, we can't guarantee you to get your visa in time. Contact Marie Rauturier or Caitlin Jarvis immediately to verify your eligibility for the group submission process.
- Visa application due dates:
  - By April 7:** Register in *Etudes en France* and submit online \$180 Campus France fee
  - By April 14:** Submit visa application and supporting materials to SU Abroad
- Your main contact:

Caitlin Jarvis, London & Strasbourg Admissions Counselor  
315-443-9431, [cajarvis@syr.edu](mailto:cajarvis@syr.edu)
- Do not send anything to the consulate. Send all materials to:

SU Abroad  
ATTN: France visas  
106 Walnut Place  
Syracuse, NY 13210
- If you are an **academic year student or considering staying for an academic year**, see page 16 of this packet.
- All international students must apply for their French visa independently. Please contact Caitlin Jarvis for more information.
- Students with European Union citizenship traveling with their EU passport do not need a visa. Contact Caitlin Jarvis for more information.

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## Rules for Submitting Your French Visa Application:

1. There are two phases to this process.  
You may start proceeding with phase two before phase one is complete, but send all your documents only once phase two is complete.
2. All documents must be submitted by the deadline, sent in one package.
3. All documents must be printed **single-sided**.
4. Do not use any staples, paper clips, glue, or tape on any portion of your application.
5. All forms with handwritten sections must be legible and written in black or blue ink.
6. All photos, photocopies, and scans must be clear and easy to read.
7. You may print and photocopy in black and white or color.
8. Make copies of all documents for your records and reference.
9. Send applications through a courier service (FedEx, UPS) or express 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 Materials

## Phase One:

- Campus France *Etudes en France* Account
- \$180 Campus France fee (<http://tapif.org/campus/>)

## Phase Two:

- Official SIGNED passport
- One photocopy of the ID page of your official passport
- Two official passport photos
- French visa application
- Campus France confirmation (email)
- Campus France receipt (email)
- Driver's license, state ID or student ID
- Proof of financial means
- Confirmed round trip itinerary
- OFII form (only when staying longer than 6 months)
- \$70 application fee (check payable to Syracuse University)
- Pre-paid UPS label

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

# Phase One

## 1. Register with Campus France/*Etudes en France*

**BEFORE YOU BEGIN:** Please note that you will need a valid passport with an expiration date at least six (6) months after your program ends. If you do not have a passport, or your passport will expire before six months after your program ends, you need to apply for a new one immediately. **Have on hand the following documents:**

- Your SU Abroad official acceptance letter (as an electronic file—SU Abroad will email this to you)
- A headshot (as an electronic file, under 50ko)
- Your passport or other valid photo ID (driver's license, residence permit, visa, or other government-issued ID card—as an electronic file, under 300ko)

All students must follow the Campus France procedure to obtain a visa. Campus France has created the *Etudes en France* system to allow you to register with the French Embassy in advance of applying for your visa.

Please note that the *Etudes en France* system works best on a PC using the Firefox (Mozilla) browser. If you are using a Macintosh computer, use Google Chrome as your browser when logging into the system. *Etudes en France* will **not** work on Safari.

A PDF file has been created with English-language instructions for using *Etudes en France* and emailed to you. Once you've looked over the PDF file, visit <http://www.usa.campusfrance.org/en> and proceed. The *Etudes en France* registration link appears at top right.

### 1. Create your *Etudes en France* account.

Create your account, choosing a login (preferably your syr.edu email address) and password that you will remember. You **MUST** keep your login information handy. DO NOT lose it as the recovery process is difficult.

If you prefer, click “EN” at the very top left of the page to choose English as the display language. (Please note that if you do not see the “EN | FR” options at top left, you may not be able to select English as your language until after your account is created. However, with the help of the English instructions in the PDF file, you should be able to create the account with little difficulty.)

**IMPORTANT:** Under “Miscellaneous” or “Divers” at the bottom of the account creation page, you will see three check boxes. **CHECK ALL THREE BOXES** to ensure that you receive all Campus France correspondence in your login email account.

### 2. Confirm your *Etudes en France* account.

After you fill in the relevant information and click “Create an account,” you will receive a confirmation email from Campus France. Click on the link in the email to confirm your account. You will be taken to a page where you will create your account password.

### 3. Make a note of your Campus France ID number.

When you create an account, you are assigned a Campus France identification number (e.g., USXX-XXXXX). Log into your *Etudes en France* account. After you log in, this number will be visible at the upper right of the screen, under your name. **Please make a note of the number.** You will need to provide this number on your Campus France money order, and any time you contact Campus France, so keep it in a safe place as well so you do not forget it.

### 4. Upload your SU Abroad enrollment letter to your *Etudes en France* account.

At the top of the page, in the black navigation bar, click the “I am accepted” link.

Under “I finalize my process,” click on the top link: “I have been selected for a study abroad/exchange program.”

Fill out the information according to the instruction PDF. When you are asked to upload an SU Abroad enrollment letter, use the letter emailed to you along with this packet and the *Etudes en France* instruction PDF. If you are having difficulties retrieving the letter or uploading it, please contact Gael Noyes.

### 5. Enter your personal data.

In the **ongoing personal situation** section, you will be uploading your headshot. You’ll also be uploading an image of your chosen photo ID and uploading an image of it and entering address details.

You’ll add information about your **education and diplomas** and will need to upload an image of your high school or other diploma. Follow the PDF instructions.

For your **linguistic competencies**, select which French exam(s) you have taken. You’ll need to upload a document for each test you select. If you haven’t taken a French exam, you’ll need to declare your level of competency in French and in English. There is also an optional section to document with image files previous stays in France. Again, follow the PDF instructions.

### 6. Verify that your file is complete.

After you have completed the personal data section, press the “Back” button. Confirm that all the information you have entered is accurate and complete. If it is, click “I confirm my final choice to Campus France USA.” You will not be able to make any changes after you click the button. Your file will now be forwarded to Campus France for review.

## 2. Submit Your Campus France Fee

Campus France charges a registration fee of \$180 for all applications for French student visas. The fee can be paid online here: <http://tapif.org/campus/>. After you pay the fee, please email the online receipt to Caitlin Jarvis at [cajarvis@syr.edu](mailto:cajarvis@syr.edu).

# Phase Two

This will be the actual application portion of your visa process. The following steps will only be considered complete if Phase One is complete. **Phase Two is due to SU Abroad by April 14.**

## Your Official Passport

The Consulate General needs your official passport in order to place the visa inside as a permanent page. This confirms official approval of your stay in France and is required for any student not of European Union Citizenship.

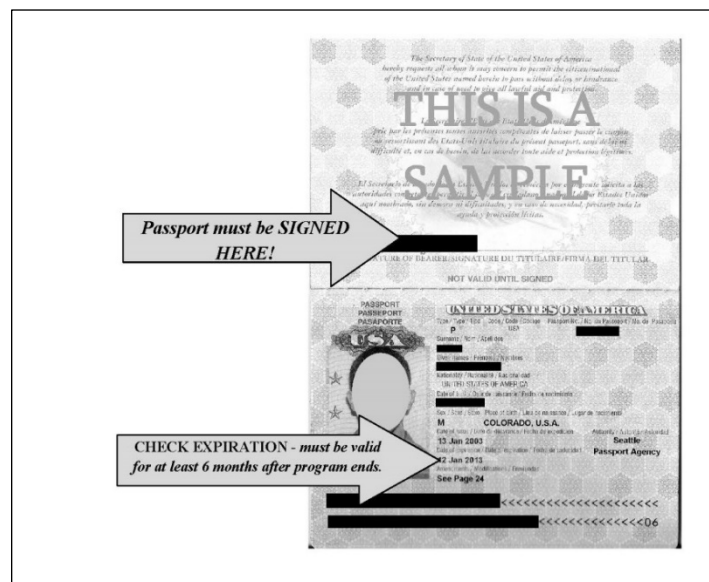
If you do not have a passport or your passport will expire before six months after your program ends, apply for or renew your passport **immediately!** SU Abroad strongly recommends that you have your passport application expedited to ensure your new passport arrives in time to apply for your visa with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

Once you have applied for your passport, contact Caitlin Jarvis 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.

## Photocopy of the ID Page of Your Official Passport

You are required to provide a copy of the identification page of your passport. Please photocopy this page onto a blank sheet of white paper with no other markings or text. Ensure the copy is clear and legible. Please see the sample below.

**Please be sure that your passport is signed on the page opposite your photograph! Also check now that your passport is valid for at least SIX MONTHS after your program ends.**



## Two Official Passport Photos

The consulate requires separate photos to create your visa. They do not need to be the same as the 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 photos should be two inches by two inches (2" x 2") and feature only you in front of a white background. **You may not smile** or take the photo yourself. **Write your name clearly on the back of each photo**, and send the photos in with your visa application. Please see the samples below.



## Visa Application Form

Along with the required documents, you must submit a paper application for your visa. Please fill out the application based on the sample provided on the following pages with your appropriate information. You should have downloaded the application when you downloaded this packet.

You should have downloaded a blank application when you downloaded this packet. However, if you did not, please download the pdf using this link:

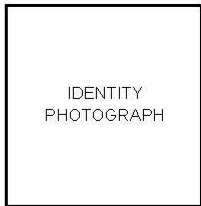
<http://suabroad.syr.edu/wp-content/uploads/2015/12/French-Visa-Application-2016-1.pdf>



FRENCH REPUBLIC

LONG-STAY VISA APPLICATION FORM

This application form is free



EMBASSY OR CONSULATE STAMP		BOX FOR VISA NUMBER STICKER	
1. Surname (Family name) <b>Last Name (as shown on Passport)</b>			<b>For official use only</b>
2. Former surname(s) <b>Other Names/Maiden Name (If Applicable) or Leave Blank</b>			
3. First name(s) <b>First Name/Middle Name (as shown on passport)</b>			Application date:  Application number:  Processing officer(s):
4. Date of birth (day-month-year) <b>DD / MM / YYYY</b>	5. Place of birth <b>City/State</b>	7. Current nationality <b>American/ Current Nationality</b>	
6. Country of birth <b>USA/Country of Birth</b>		Nationality at birth, if different: <b>Former Nationality (If Applicable)</b>	
8. Sex <input type="checkbox"/> Male <input type="checkbox"/> Female <b>*Check Appropriate Box</b>	9. Marital status <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Separated <input type="checkbox"/> Divorced <input type="checkbox"/> Widow(er) <input type="checkbox"/> Other (please specify) <b>*Check Appropriate Box</b>		<i>Marginal entries</i>
10. For minors: Surname, first name, address (if different from applicant's) and nationality of parental authority / legal guardian <b>Leave Blank or Complete if appropriate</b>			
11. National identity number, where applicable: <b>Leave Blank or Complete if appropriate</b>			
12. Type of travel document <b>*Check 'Ordinary Passport'</b> <input type="checkbox"/> Diplomatic passport <input type="checkbox"/> Service passport <input type="checkbox"/> Official passport <input type="checkbox"/> Special passport <input type="checkbox"/> Ordinary passport <input type="checkbox"/> Other travel document (please specify):			
13. Number of travel document <b>Passport Number As On Passport</b>	14. Date of issue (DD/MM/YY) <b>DD/MM/YY</b>	15. Valid until (DD/MM/YY) <b>DD/MM/YY</b>	16. Issued by <b>As Written On Passport</b>
17. Applicant's home address (no., street, city, postcode, country) <b>Your Home Address</b>			
18. Email address <b>Your Email Address</b>		19. Telephone number(s) <b>Home Phone Number</b>	
20. If you are resident in a country other than the country of current nationality, please state: Number of residence permit                      Date of issue                      Valid until			
<b>Leave Blank</b>	<b>or Complete if</b>	<b>Applicable</b>	
21. Current occupation <b>Student</b>			
22. Employer (employer's address, email and telephone number) - For students, name and address of educational institution <b>Syracuse University Abroad, 106 Walnut Place, Syracuse, NY 13210 Caitlin Jarvis, Admissions Counselor, cajarvis@syr.edu Phone: 315-443-9431</b>			
23. I request a visa for the following purpose: <input type="checkbox"/> Employment <input type="checkbox"/> Studies <input type="checkbox"/> Training period/education <input type="checkbox"/> Marriage <input type="checkbox"/> Medical reasons <input type="checkbox"/> Family stay <input type="checkbox"/> Private stay/Visitor <input type="checkbox"/> Re-entry visa <input type="checkbox"/> Official taking up of duties <input type="checkbox"/> Other (please specify): <b>* Check 'Studies'</b>			Date:  <input type="checkbox"/> GRANTED <input type="checkbox"/> REFUSED
24. Name, address, email address and telephone number in France of inviting employer / host institution / family member, etc. <b>L'Université de Syracuse 19 Quai Rouget de l'Isle, 67000 Strasbourg, France Raymond Bach, Director rebach@syr.edu Phone: (011) 33-388-25-71-92</b>			
25. What will be your address in France during your stay? <b>Use host family address listed on Consulate General Letter in visa packet.</b>			

26. Intended date of entry into France or the Schengen Area

Date you will arrive in Schengen States

27. Intended duration of stay on the territory of France (either 3-6 months if you are doing a semester program, or 6 months-1 year if you are doing a summer program in addition to a semester program\*\*)

Between 3 and 6 months     From 6 months to one year     More than one year

28. If you intend to stay in France with members of your family, please state:

Family relationship	Surname(s), first name(s)	Date of birth (DD/MM/YY)	Nationality
Leave Blank or Complete if Applicable			

29. What will be your means of support in France?

Cash/Savings/Credit Card

Will you be granted a scholarship? (Refers to French Scholarships: Check 'No')     YES     NO

If yes, write the name, address, email address and telephone number of the institution and the amount of the scholarship:

Leave Blank

30. Will you be supported by one or several person(s) in France?    Check 'No'     YES     NO

If yes, state their name, nationality, occupation, email address and telephone number:

Leave Blank or Complete If Applicable

31. Are members of your family resident in France?    Check 'No'     YES     NO

If yes, state their name, nationality, relationship with you, address, email address and telephone number:

Leave Blank or Complete If Applicable

32. Have you been resident in France for more than three consecutive months?    Check 'No'     YES     NO

If yes, specify at which date(s) and for what purpose

Leave Blank or Complete If Applicable

At which address(es)?

Leave Blank or Complete If Applicable

I am aware of and consent to the following: the collection of the data required by this application form and the taking of my photograph and, if applicable, the taking of fingerprints, are mandatory for the examination of the visa application; and any personal data concerning me which appear on the visa application form, as well as my fingerprints and my photograph will be supplied to the relevant French authorities and processed by those authorities, for the purposes of a decision on my visa application.

Such data as well as data concerning the decision taken on my application or a decision whether to annul or revoke a visa issued will be entered into, and stored in the French VISABIO biometric database for a maximum period of five years, during which it will be accessible to the visa authorities and the authorities competent for carrying out checks on visas at borders, national immigration and asylum authorities for the purposes of verifying whether the conditions for the legal entry into, stay and residence on the territory of France are fulfilled, and of identifying persons who do not or who no longer fulfil these conditions. Under certain conditions the data will also be available to designated French authorities and to Europol for the purpose of the prevention, detection and investigation of terrorist offences and of other serious criminal offences. The French authority responsible for processing the data is: [...].

Pursuant to Act No 78-17 of 6 January 1978 on Data Processing, Files and Individual Liberties, I am aware that I have the right to obtain from the French government the communication of the data relating to me recorded in the VISABIO database and the right to request that such data which are inaccurate be corrected or possibly deleted only if processed unlawfully. This right of access to and possible correction of such data shall be exercised by applying to the head of mission or consular post. It may be possible to refer to the National Commission on Data Processing and Liberties (CNIL) if I choose to question the conditions under which the personal data relating to me are protected.

I am aware that any incomplete application will increase the risk of my visa application being refused by the consular authority and that the said authority may have to retain my passport while my application is being processed.

I declare that to the best of my knowledge all particulars supplied by me are correct and complete. I am aware that any false statements will lead to my application being rejected or to the annulment of a visa already granted and may also render me liable to prosecution under French law.

I undertake to leave the French territory before the expiry of the visa, if granted, and if I have been refused the right to stay in France after the expiry of the visa.

<p>Place and date</p> <p><b>IMPORTANT! FILL THIS OUT COMPLETELY.</b></p> <p><b>- City/State Where Application Was Signed</b></p> <p><b>- Date Application Was Signed</b></p>	<p>Signature</p> <p>(for minors, signature of the parental authority / legal guardian)</p> <p><b>REMEMBER TO SIGN YOUR APPLICATION HERE!</b></p>
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## Campus France Confirmation

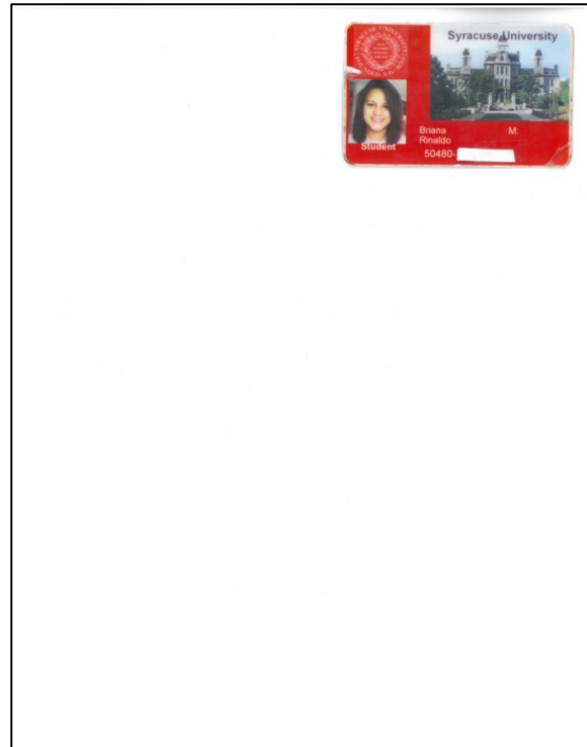
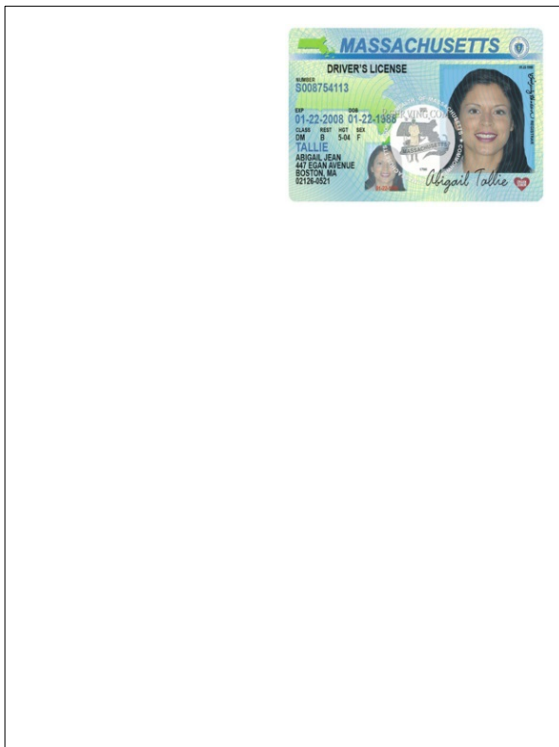
After you have uploaded your acceptance letter, headshot, and official photo ID to your *Etudes en France* account, you will receive an email from Campus France confirming that your Campus France application is complete (it can take several days to come, as Campus France validate the applications manually). You will need to print out this confirmation to be submitted with your application materials.

## Campus France Receipt

When Campus France has processed the fee you paid online, you will receive another email from Campus France with a receipt confirming your payment. Print out the receipt and submit it with your application materials.

## Photocopy of Driver's License, State ID, or Student ID

Your driver's license or state ID confirms your residence in the United States and/or your residence within the Boston consulate's jurisdiction. If you go to school within the consulate's jurisdiction, your student ID card provides proof. If you live AND study in the Boston jurisdiction, you only need to provide one form of identification. Photocopies of these identification cards should resemble the following samples (clear, and not cut):



## Proof of Financial Means

The Boston consulate needs proof that you have financial means to reside in Strasbourg amounting to \$820 per month abroad. SU Abroad cannot waive or alter this requirement.

There are three ways to submit proof of financial means:

- Three most recent official bank statements at your name,
- Three most recent official bank statements at your parents' names + a **notarized** Financial Guarantee for a Long Term Visa
- A letter from your university's financial aid office showing at least \$820 per month abroad, after all your fees are deducted. No screenshots will be allowed. Only a signed letter from your financial aid office will be accepted.

**Bank statements:** For the current statement, you may log in to your bank account online and print an official statement, or you may go into a branch and request one. If you choose to print your own, you may not simply print the screen you see with your balances. You must request a current official statement to be printed, with your name, your address, the bank logo, and your account details. If you have questions, please contact your bank.

Statements from retirement accounts, 401(k) and stock portfolios are NOT accepted by the French consulate. The bank document must come from a traditional United States bank or financial institution and must reflect a checking or savings account (or combination thereof).

**Financial Guarantee for a Long Term Visa:** If necessary, you may provide a bank statement of a parent or guardian and submit this statement with a supporting document (Financial Guarantee for a Long Term Visa, provided on the following page). This is an official guarantee and must be signed in front of a notary. Notarization for this document is not optional if you choose to use it.

**Financial aid letter:** You may also use accessible financial aid funding if your financial aid office provides you with an appropriate letter (see above).

## What is a Notary?

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.




## Confirmed Round-Trip Flight Itinerary

To obtain a visa, students must provide proof that you have purchased a round-trip ticket to France and then out of the European Union. Please print out a copy of the confirmation the airline, agent, or service sends you once the booking is complete. This must include all legs of your flight and confirmation that you purchased the flight (a price).

If you are traveling on the Group Flight and/or booking your flight through Advantage Travel, please inform Caitlin Jarvis via email or phone 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, please call Advantage Travel (315-471-2222).

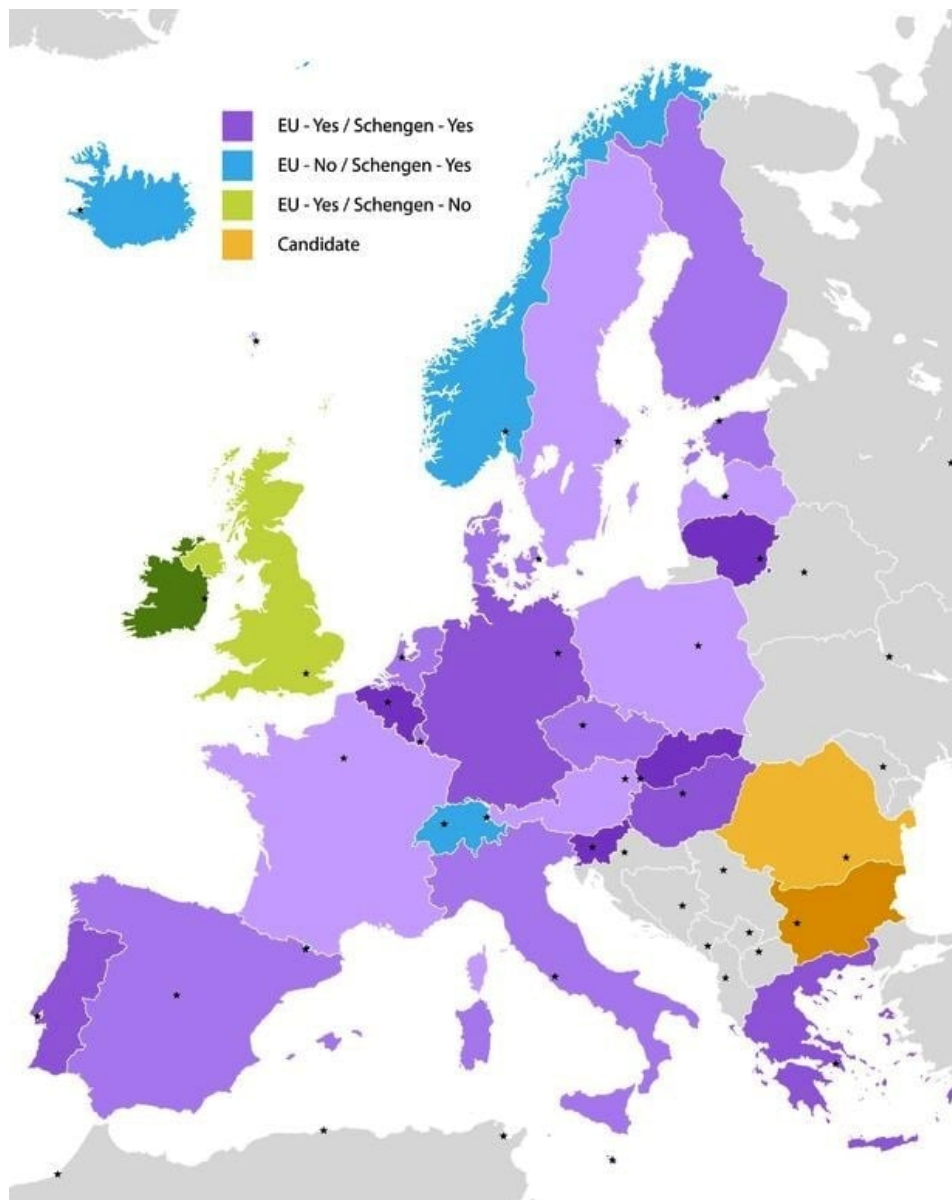
Please be sure to research any laws or guidelines prior to scheduling outside travel before, during, or after your program.

Syracuse Airways	Your Reservations										
<p><b>You're confirmed!</b></p> <p>Date issued: Tuesday, September 02, 2014</p> <p>Confirmation code: <b>BDPQ758</b></p> <p>Trip details: <a href="#">Download to calendar</a></p>											
 <p>Scan barcode for boarding pass</p>											
<p><b>DEPART</b></p>											
<p><b>JFK → FRA</b> New York City to Frankfurt (January 11, 2015)</p> <table border="0"> <tr> <td>Flight: SA3796</td> <td>Travel Time: 7h 25m</td> </tr> <tr> <td>Depart: 11:00am</td> <td>Aircraft: 747</td> </tr> <tr> <td>Arrive: 1:00pm</td> <td>Cabin: Coach</td> </tr> <tr> <td>Meal: Lunch</td> <td>Seat: 25F</td> </tr> </table> <p><i>2 hour layover FRA</i></p>		Flight: SA3796	Travel Time: 7h 25m	Depart: 11:00am	Aircraft: 747	Arrive: 1:00pm	Cabin: Coach	Meal: Lunch	Seat: 25F		
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Meal: --	Seat: 17D										
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Arrive: 4:45pm	Cabin: Coach										
Meal: Dinner	Seat: 30C										
<p><b>Total travel cost</b></p> <p>(1 passenger)</p> <table border="0"> <tr> <td>Fare</td> <td>Adult</td> </tr> <tr> <td>JFK to FLR</td> <td>\$650</td> </tr> <tr> <td>FLR to JFK</td> <td>\$700</td> </tr> <tr> <td>Taxes and fees</td> <td>\$80</td> </tr> <tr> <td><b>Total</b></td> <td><b>\$1,430</b></td> </tr> </table> <p>Charged to Jenny C. Doe *****7328 (Visa)</p> <p style="text-align: right;"><b>You paid \$1,430</b></p>		Fare	Adult	JFK to FLR	\$650	FLR to JFK	\$700	Taxes and fees	\$80	<b>Total</b>	<b>\$1,430</b>
Fare	Adult										
JFK to FLR	\$650										
FLR to JFK	\$700										
Taxes and fees	\$80										
<b>Total</b>	<b>\$1,430</b>										

## What is the Schengen area?

It includes the countries listed below. You will be able to travel freely in these countries within the dates of your program / visa.

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







## Pre-Paid UPS Label

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

1. Go to [www.ups.com](http://www.ups.com)
2. Select the “New User” tab and complete the sections if you do not already have a UPS login
  - 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
  - g. Select “Next”
3. 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 a party available to sign for the package*
4. Communication preferences: Select your own options
5. Create a shipment
6. “Where is this Shipment Going?”
  - a. Select “Address Book”
  - b. Select “profile address”
7. “Where is this Shipment Coming From?”
  - a. Select “Edit”
  - b. Company or Name: SU Abroad
  - c. Contact: Caitlin Jarvis
  - d. Address Line 1: 106 Walnut Place
  - e. City: Syracuse
  - f. State: NY
  - g. Zip Code: 13244
  - h. Telephone: 315-443-9431
  - i. Email: cajarvis@syr.edu
  - j. Click “Update”
8. “What are you shipping?”
  - a. Select “UPS Letter”
9. “How would you like to ship?”
  - a. Service: UPS 2<sup>nd</sup> Day Air or UPS Next Day Air
  - b. Select “Send email notifications”
  - c. **DO NOT** select “Deliver without signature”\*

10. “Would you like to add a reference number to this shipment?”
  - a. Leave this section blank
11. “How would you like to pay?”
  - a. Select “Use Another Payment Card”
  - b. Enter your credit card information
  - c. Specify your billing address
12. “Would you like to schedule a pickup?”
  - a. Leave this section blank
13. Review that the information is correct, and make sure that box is checked for “Review Shipping details, including price, before completing this shipment”
14. Click “Next”
15. 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”)
16. Click “Next”
17. Review the shipping information and click “Ship Now” if correct
18. Print the label. The label will only be available for printing for 24 hours.

**IMPORTANT:** Although we will do everything in our power to help you track down a missing package, SU Abroad cannot be responsible for shipments misdelivered by UPS. It is UPS policy to require a signature for a package unless otherwise instructed, and to leave any 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 seriously consider signing up for the UPS My Choice service. You can get alerts about the package ETA and can give further instructions on what’s to become of the package if you’re not around when it arrives (leave it with a neighbor, leave it inside a side door, reschedule it, bring it to a different address, etc.). More information about the service appears here: [http://www.ups.com/content/us/en/bussol/browse/personal/delivery\\_options/my\\_choice.html](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. You can make a claim for a missing package at this number, or begin the claim process from your online account.