

OMB 1405-0020

U.S. Passport Renewal Application for Eligible Individuals

Justification for On-line pilot

Overview: The Department of State, Bureau of Consular Affairs has developed a functional Passport Card Application Pilot (“Pilot”) that demonstrates the Passport Services Directorate’s ability to accept, adjudicate, and archive an online application for a passport card.

The Government Paperwork Elimination Act (GPEA) requires federal agencies to provide the public with the option to transact with them electronically, when practicable, and encourages government use of a range of electronic signature alternatives. Accordingly, the Online Passport Card Application Pilot will offer an alternative to the paper Form DS-82 by offering U.S. citizens the opportunity to submit passport card applications electronically. The Pilot does not attempt to authenticate the applicant’s identity online.

The purpose of the Pilot is to enable a limited number of U.S. citizens to apply for a U.S. passport card online. The Pilot will run for 90 days or until 20,000 applications are received, whichever occurs first. Use of the Pilot will be limited to applicants who possess a current, fully valid U.S. passport book; can upload an acceptable digital photograph to the internet; and can make an online payment in U.S. dollars via Pay.gov.

All the same questions from the DS-82 are asked on the Pilot. However, a few necessary supplementary questions were added to verify the applicant’s possession of a currently valid passport book and identity for e-signature purposes. The Pilot’s multi-factor authentication will require the applicant to provide a recent photograph and two types of additional information: (1) information the applicant should possess; and (2) information the applicant should know. More specifically, the applicant will be directed to provide the following information:

Group A: Information the Applicant Should Possess (All three must be verified)

- Social Security Number (SSN) (Required on Form DS-82)
- Previously issued passport number (Required on Form DS-82)
- Previous passport’s inventory control number, which appears on the last page of the passport book (New question)

Group B: Information the Applicant Should Know (Two of three must be verified)

- Mother's maiden name (New question)
- ZIP Code of permanent address entered on the previous application (New question)
- Emergency contact entered on previous application (New question)

The objective of this Pilot is to gain stakeholder consensus to accept online applications for passport cards, and to learn about potential benefits to the Department from utilizing an online application process. This pilot will help determine if potential risks are outweighed by the benefits of accepting electronic signatures. The Department believes that accepting electronic signatures will enable us to eliminate lockbox processing costs, increase data accuracy, shorten cycle time, and reduce applicant burden. This Pilot will demonstrate:

- Pay.gov can be used successfully with CA/PPT systems to capture payment;
- An online application process will not create higher traditional fraud or suspense rates;
- Electronic photo collection can be successful without increasing suspense rates; and
- An online application process can integrate externally collected applicant data into passport systems without compromising passport system data and structural integrity.

Finally, as long as an applicant is eligible for the Pilot, he/she will not need to apply on paper Form DS-82 or send in his or her passport book. An applicant is eligible for the Pilot when he/she meets the following criteria:

- Posses a valid U.S. passport book that was issued with 10-year validity (expires 10 years from date of issuance);
- The current passport book has at least 12 months left before it expires;
- The applicant was 16 years or older when the current U.S. passport book was issued;
- The most recent U.S. passport book and/or card has not been lost, stolen, mutilated, or damaged;
- The applicant still uses the name that is printed on his/her current U.S. passport book;
- The applicant is requesting routine processing of a U.S. passport card;
- The applicant can submit a digital photo that meets the described photo standards;

- The applicant has an e-mail address that may be used to contact him or her;
- The applicant can pay in U.S. dollars via electronic check or debit/credit card.