

Ask the U.S. Embassy

March 20, 2013

How to Schedule a U.S. Visa Appointment Using New Procedures

On March 18, U.S. Embassy Kingston's Visa Unit began using a new appointment scheduling system. Applicants should carefully follow the instructions below to schedule an appointment for nonimmigrant or immigrant visa services.

Nonimmigrant and K Fiancé(e) Visa Applicants:

Applicants who paid their visa application fee prior to March 13 but have not yet scheduled an appointment must contact the Embassy at KingstonTransApp@state.gov to schedule an appointment. All other applicants who have not yet begun the scheduling and application process must use the following instructions:

Step 1: Complete the DS-160 application form online.

Step 2: Pay the visa application fee – which remains \$160 for a visitor visa – at National Commercial Bank or online at <http://jamaica.usvisa-info.com>.

Step 3: Choose the address where you would like to have your passport delivered via DHL, if your visa application is approved. DHL will no longer be on site at the Embassy to make delivery arrangements for visas, so you will have to provide your address information when you schedule your appointment.

Step 4: Schedule your appointment by contacting our partner, CSC, by phone at 876-632-7400 or online at <http://jamaica.usvisa-info.com>. All appointments – including group appointments and emergency appointments – will be scheduled through this phone number and website. A PIN is no longer required to schedule an appointment by phone, but you will not be able to schedule an appointment until after you have paid the standard visa application fee, as described in Step 2.

Step 5: Attend your appointment at U.S. Embassy Kingston. If you need to reschedule or cancel your appointment, you must contact our partner CSC by phone or online at least 24 hours before your appointment.

Immigrant Visa Applicants:

Immigrant visa applicants will continue to have their initial appointments at the Embassy scheduled by the National Visa Center.

Before visiting the Embassy for their first appointment, immigrant visa applicants should register on CSC's website at: <http://jamaica.usvisa-info.com> to receive free DHL services. Immigrant visa applicants who already had their first appointment at the Embassy before March 18 may now also register for DHL services through CSC's website.

All applicants who need to schedule a follow-up appointment should follow the instructions on the letter that they received at the Embassy.

U.S. Embassy Kingston recognizes that these changes may be confusing for some applicants who began the visa application process prior to March 18 and whose applications have not yet been fully processed. Questions may be directed to KingstonTransApp@state.gov.