

## **The New U.S. Consulate Facility in Monterrey, Mexico**

### Frequently Asked Questions for American Citizens Services (ACS)

*Monterrey, Nuevo Leon, May 21, 2014* – The U.S. Consulate General in Monterrey, Mexico, will relocate to its new facility in Santa Catarina in the summer of 2014. This fact sheet is intended to help inform and prepare applicants for their visit to the new facility.

#### **1. Where is the new U.S. Consulate located?**

Prolongación Avenida Alfonso Reyes #150  
Colonia Valle Poniente  
Santa Catarina, N.L.  
CP 66196

#### **2. Which number can I call for information? What is your website?**

The main number for the U.S. Consulate is (81) 8047-3100.

You can also visit our website <http://monterrey.usconsulate.gov/> for basic information on visas and services provided.

#### **3. How do I get to the new Consulate?**

##### **Public Transportation**

The following bus routes go to the Consulate via central Monterrey or San Pedro:

R-126 Fama Castillo  
R -130 San Pedro (por Matamoros- Juárez o Carlos Salazar)

\* Bus routes may change, please confirm with local transit authorities or via:  
[http://nl.gob.mx/?P=aet\\_mapa\\_rutas\\_interactivo](http://nl.gob.mx/?P=aet_mapa_rutas_interactivo)  
<http://www.rutadirecta.com/>

\* The estimated travel time from downtown Monterrey to the new Consulate is approximately 30 – 45 minutes, depending on the traffic conditions and weather. Transit on bus may take longer.

**In your own vehicle:**

*From the center of Monterrey:* Take Ave. Constitución towards Gonzalitos and cross the Rio Santa Catarina; take Ave. Morones Prieto west. Pass the new consulate on your left and take the next turn around to come back to Prolongación Avenida Alfonso Reyes.

Approximate drive time: 30-45 minutes, depending on traffic.

*From the north:* Take Ave. Fidel Velazquez, Gonzalitos and cross the Santa Catarina River and take Ave. Morones Prieto west.

*From the east:* Take Av. Constitución to Gonzalitos and cross the Rio Santa Catarina and take Ave. Morones Prieto west.

*From the west:* by Saltillo – Monterrey Cuota, after the Cuota turns into Highway 20, turn right on Prolongación Ave. Alfonso Reyes. From Highway 54D/40, turn right on Movimiento Obrero and left on Canal Constitución, turn right on Ave. Morones Prieto take the retorno past the new Consulate and then turn right on Prolongación Avenida Alfonso Reyes.





#### **4. Where can I park and what are the costs?**

Public transportation is strongly recommended as parking at the new Consulate is extremely limited. A small, free parking garage is available on site for visa applicants and guests requiring citizen services but is expected to fill quickly.

There is a turnaround lane which will allow charter buses and taxis to drop off their customers at the visa entrance and continue back to Prolongacion Alfonso Reyes. There is no parking for buses or taxis on Consulate property.

#### **5. Which number can I call for information?**

The main number for the U.S. Consulate is (81) 8047-3100.

#### **6. How much time in advance do I need to be at the Consulate?**

We recommend arriving 30 minutes in advance of your appointment.

#### **7. What do I need to bring with me?**

For U.S. passport, Consular Report of Birth Abroad (CRBA) and notary services, please visit our website at <http://monterrey.usconsulate.gov/service.html> for required documents.

#### **8. What can I NOT bring?**

Please do not bring the following items into the Consulate as they will significantly delay or prohibit your access to the facility:

- Cellular phones or other electronic devices
- Water or food, including chewing gum; however, adults with small children are permitted to bring in food for their babies.
- Medical equipment/oxygen, medications, etc.
- Cigarettes, matches
- Knives or any kind of sharp articles
- Cream, lotion, makeup or liquid items; however, adults with small children are permitted to bring in supplies for their babies.
- Umbrellas with points

\*Please note that there is **NO** storage available for personal items at the consulate.

#### **9. What do I do in case I need an emergency passport?**

Please visit our website at [http://monterrey.usconsulate.gov/passport\\_information.html](http://monterrey.usconsulate.gov/passport_information.html) for information on how to apply for an emergency passport.

#### **10. Will there be a person outside the Consulate to give me directions?**

Yes, there will be support personnel to give advice and directions.



**11. Do I have to pick up my passport and/or Consular Report of Birth Abroad (CRBA) at the Consulate?**

U.S. passports and Consular Reports of Birth Abroad (CRBAs) are delivered through the courier service *Aeroflash*. Only in very exceptional cases, and under the Vice Consul's direction, should you personally collect your documents at the Consulate.

**12. Are food and beverage services available near the Consulate?**

Yes, there will be kiosks selling food and beverages outside the Consulate. There is a Soriana Super grocery store across the street as well.

**13. What other services are located near the Consulate (e.g., lodging)?**

There are at least two hotels inside the Municipality of Santa Catarina and some others in San Pedro. In addition, the Monterrey metropolitan area offers alternate lodging for every budget and needs. Additionally, you can visit our website at:

[http://monterrey.usconsulate.gov/information\\_for\\_travelers.html](http://monterrey.usconsulate.gov/information_for_travelers.html)

to get the latest information for travelers provided by the U.S. Department of State.

**14. The new transition will affect my process? Will it be slower? Will take more time?**

No, the normal time it takes to process these documents will not be affected by the relocation. The normal processing time is approximately 3 to 4 weeks.

**15. Will the ACS Unit have different hours of operation?**

No, the ACS Unit will be open during the same work hours, from 8am to 5pm, Monday through Friday, except for holidays. For any emergencies related to American citizens that happen outside normal business hours, please call (81)8362-9126 to speak with an officer who can provide assistance.

**16. What else do I need to know before I come to the new Consulate?**

There will be no storage for your personal items, so please be prepared. Please note that services are provided in the mornings through our online appointment system only. The American Citizen Services walk-in hours are from 2pm to 4pm on Mondays, Tuesdays, Thursdays and Fridays; with the exception of holidays. There are no walk-in hours available on Wednesdays. Walk-in hours are for emergency and pending cases only, please make an appointment if you are applying for a new service. Please visit our website for basic information and services provided to U.S. citizens:

<http://monterrey.usconsulate.gov/service.html>.

# # #