

Office of the Secretary of State Apostille & Authentication Certificates Processing Policy

Frequently Asked Questions

1. *“How long does it take to get an Apostille or Authentication Certificate?”*

Generally, Apostille or Authentication Certificate orders are processed within ten (10) business days after their receipt by the Office. The fee for standard processing is \$10 per certificate order. If you need your order completed sooner than that, you may request Expedited Service for an additional \$25 fee. Expedited service orders are processed in one* (1) to five (5) business days, depending on the volume of current orders. (*One business day means by the close of the business day following the day the order is received.)

Due to the high volume of Apostille and Authentication Certificate Orders and limited staff resources, same day service is **not available.

***The above processing timing may not be possible if the Office experiences staffing shortages, due to furloughs, illness, vacation and holidays.

2. *“How do I expedite an Apostille or Authentication Certificate Order?”*

Expedited Service is available for an additional \$25 fee. Expedited service orders are processed in one* (1) to five (5) business days, depending on the volume of current orders. (*One business day means by the close of the business day following the day the order is received.)

Due to the high volume of Apostille and Authentication Certificate Orders and limited staff resources, same day service is **not available.

***The above processing timing may not be possible if the Office experiences staffing shortages, due to furloughs, illness, vacation and holidays.

Deliver your certificate order with an additional \$25 Expedited Service fee (total \$35) for each certificate. Please be sure to mark the order form “For Expedited Service”.

3. *“I sent in my Apostille or Authentication Certificate order, but have not heard anything yet. What can I do?”*

Due to the high volume of certificate orders received by the Office, we are unable to track individual orders. Certificates are prepared and affixed to your documents in the order in which they are received. We strongly encourage you to use a courier service or request a tracking number from the post office for the delivery and return of your documents. That way you will be able to track the location of the package.

Please be sure to write down your tracking number before you send it to us as we are unable to track your document.

If you submitted a check as payment for your Apostille certificate request, you may wish to contact your bank to determine if/when your check was processed. If your check has cleared, that indicates the Office of the Secretary of State has received and processed your certificate request. If the check has not cleared, it is possible that 1) your certificate request has been received and is being returned to you due to a discrepancy, or 2) the Office has not yet received your request.