

Frequently Asked Questions

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

Generally, Authentication or Apostille Certificate orders are processed in two (2) – five (5) 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 two (2) business days. **If requesting same day service, documents must be submitted by 10:00 am, and will be processed by 3:30 pm. ** If submitting more than ten (10) documents we strongly suggest calling ahead.

**** PLEASE NOTE: PROCESSING TIMES MAY BE SUBJECT TO CHANGE DUE TO UNEXPECTED STAFF SHORTAGES OR UNUSUAL WORK VOLUME.**

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

Expedited Service is available for an additional \$25 fee. Expedited service orders are processed in one* (1) to two (2) business days, depending on the volume of current orders. 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.” **If requesting same day service, documents must be submitted by 10:00 am, and will be processed by 3:30 pm. ** If submitting more than 10 (10) documents we strongly suggest calling ahead.

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

We are only able to offer information about whether or not documents have been processed or if they were returned because of errors. In order to verify this information we will need your last name, the country requesting the authentication or apostille, the fees included, and how you submitted the document to us (walk-in, mail, or courier). 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 so you can track the location of the package.

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

If you submitted a check as payment for your Authentication or Apostille certificate request, you may wish to contact your bank to determine if/when your check was processed. A cleared check has cleared 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, 2) the Office has not yet received your request, or 3) the request is being processed.