

Contact Us

Reason for Inquiry

Please select the purpose for your inquiry:

- [I attended my interview and need information about the status of my application](#)
- [I need general information about how to apply for a visa or where to find information](#)
- [I need help resolving a visa application fee payment issue](#)
- [I need help resolving a document delivery issue](#)
- [I am an authorized group processor and I need assistance](#)
- [I need help with an issue not listed above](#)

Application Status

The processing time of the visa application and the printing of an approved U.S. visa vary in duration for each individual applicant. After attending the U.S. Consular Section interview, you may track the status of your visa application at <https://ceac.state.gov/CEAC>.

General Information

Customer service center agents are able to assist you via telephone, Skype or email.

For service in Spanish:

Open Monday - Friday, 8:00 to 20:00 local time.

For service in English:

Open Monday - Friday, 8:00 to 20:00 local time.

Local Numbers

Aguascalientes: [+52 449 175 3345](#)

Celaya: [+52 461 196 1037](#)

Ciudad Juarez: [+52 656 344 3003](#)

Guadalajara: [+52 334 170 8599](#)

Guadalajara: [+52 338 526 1444](#)

Hermosillo: [+52 662 312 4039](#)

Huejotzingo: [+52 222 582 1527](#)

Irapuato: [+52 462 962 2035](#)

Leon: [+52 477 299 5269](#)

Matamoros: [+52 899 171 4632](#)

Matamoros: [+52 868 206 1011](#)

Merida: [+52 999 316 7010](#)

Mexicali: [+52 686 220 6225](#)

Mexico City: [+52 554 163 8422](#)

Mexico City: [+52 558 526 3111](#)

Monterrey: [+52 814 770 2470](#)

Monterrey: [+52 818 526 2111](#)

Nogales: [+52 631 690 7217](#)

Nuevo Laredo: [+52 867 962 1787](#)

Nuevo Laredo: [+52 899 171 4633](#)

Puebla: [+52 222 582 1128](#)

Queretaro: [+52 442 388 5806](#)

Reynosa: [+52 899 171 4612](#)

Saltillo: [+52 844 230 4992](#)

San Luis Potosi: [+52 444 212 9961](#)

San Martin Texmelucan De Labastida: [+52 222 582 1178](tel:+522225821178)

Tijuana: [+52 664 231 7808](tel:+526642317808)

Toluca: [+52 722 507 3212](tel:+527225073212)

If you are calling from within the United States, please dial: [+1 703 249 4628](tel:+17032494628)

If you are using Skype: [skype-mx](https://www.skype.com/mx)

Email: mexico_contactus+mx+info+en@visaops.net

The customer service center CANNOT help you with the following:

- Determine the required visa for your purpose of travel.
- Complete or assist with the completion of the visa application [DS-160](#) form or [DS-260](#) form.
- Determine eligibility to travel without a visa on the [Visa Waiver Program \(ESTA\)](#).
- Provide status information on your individual application after your interview. After attending the U.S. Consular Section interview, you may track the status of your visa application at <https://ceac.state.gov/CEAC>.

The customer service center CAN help you with the following:

- Provide information on where to research visa information.
- Provide information about the visa application process.
- Provide information about how to pay the visa application fee.
- Schedule or reschedule your appointment as an alternative to doing this online.
- Provide status information about the return of your documents once you have been issued the tracking number. Please note that the status information available to the customer service center is the same information you can see when you sign in to your account on this website.
- Assist with technical issues concerning your visa fee payment or courier issues. Please use the email contact information below and provide detailed information for such cases.

Visa Application Fee Payment Issues

If your request is regarding a visa application fee payment issue - please DO NOT PAY AGAIN.

Payment-related requests will be expedited as much as possible, but additional visa application fee payments will not be refunded. For all payment methods other than debit/credit card, the visa application fee payment is not immediately valid. For additional information on visa application fee payments please see [Visa Fees](#).

For all visa application fee payment issues, please Contact Us by sending an email to the following email address:

mexico_contactus+mx+mrvt+en@visaops.net

Note: Please provide a clear description of the issue and any evidence of payment to assure the efficient processing of your inquiry.

Document Delivery Issues

The tracking of your document return will begin when the U.S. Consular Section passes the documents to the courier. For additional information on the courier please see [Visa Document Courier Services](#).

Please first check the status of the documents by signing into this website or calling the call center. If there are further concerns or issues with the return of your documents or if it has been more than 5 business days since your visa was issued and a shipping number is still not available, please Contact Us by sending an email to the following email address:

mexico_contactus+mx+courier+en@visaops.net

Group Processing

Please visit [Companies and Other Organizations](#) to review the requirements for receiving "Group Processor" access

If you have received "Group Processor" access and require assistance with website technical issues, fee payments, or your login information (email and password), follow the instructions below:

H2 Groups (agricultural and non-agricultural workers):

- For information regarding the application procedures for H2 applicants or to book H2 appointments, please email Group_Processing_MEXH2@visaops.net. Please note that we will respond to all routine inquiries within **3 business days** (excluding weekends and holidays).
- If you need emergency assistance and cannot wait 3 business days for a response, please send an email to Group_Processing_MEXH2@visaops.net and include "EMERGENCY" in the subject line. After submitting your emergency request email, you may also call [+1-571-454-0697](tel:+15714540697) and leave a voicemail. Please include the nature of your emergency, along with your company information and a contact telephone number, and someone will contact you by the next business day.

All Other Groups:

Send an email to Group_Processing_MEX@visaops.net. Please note that we will respond to all routine inquiries within **3 business days** (excluding weekends and holidays).

Other Issues

We cannot provide you any status updates regarding your application (NIV or IV) nor can we provide assistance on the DS-160 or DS-260 form.

Send an email to mexico_contactus+mx+info+en@visaops.net, if you require assistance with:

- general visa information or how to apply

- technical issues with the website
- your sign-in information (email and password) to enter the site to pay and schedule the appointment

Note: Please provide a clear description of the issue and screenshots to assure the efficient processing of your inquiry.

Please return to the home page of our website for all visa and appointment information.

Nonimmigrant Visas

- How to Apply / Visa Overview
- Nonimmigrant Visa Categories
- How To Renew My Visa
- Waive My Interview
- Visa Fees
- Visa Wait Times
- Required Documentation
- Visa Document Courier Services
- Companies and Other Organizations
- Consular Section Information
- ASC Information

Change Country