

SOUTH AFRICA CIVIC SERVICES

Overview of applying for Passport, Birth Certificate and
Smart ID services through VFS

Presented By VFS

Oct 30th 2025

Overview of Consular Services outsourced to VFS



- The following consular services have been outsourced to VFS by Department of Home Affairs, South Africa

Phase 1 (Nov 3, 2025)

- Passport (Adult & Child)
- Birth Registration/ Birth Certificate

Phase 2 (Commencement date to be announced later)

- Smart ID Card

- Applicants will no longer need to visit the South African diplomatic missions in Los Angeles, New York and Washington DC to apply for these services
- Applicants from all of USA can visit VFS centers at the following locations to apply



DHA Consular Services Centre in New York

128 E 32nd St Floor 2, New York, NY 10016



Business Hours: 0900 – 1600 Hrs

DHA Consular Services Centre in Washington DC

1025 Vermont Ave, N.W. Suite 200 Washington, DC 20005



Website <https://services.vfsglobal.com/usa/en/zap/>



Phone: +13 134620561



info.sappidusa@vfshelpline.com

Overview of Consular Services outsourced to VFS

- **APPOINTMENTS AVAILABILITY-** Appointments will be available starting Nov 03, 2025
- **WHO CAN APPLY** - Applicants across USA will be allowed to apply for consular services across any of the locations
- The applications will be processed by VFS and forwarded to DHA for issuance of respective passport/ ID/ birth certificate
- **PROCESSING TIME** – up to 6 – 8 weeks from the date of receipt of application by DHA
- **WEBSITE WALKTHROUGH** - <https://services.vfsglobal.com/usa/en/zap/>
- **APPOINTMENT JOURNEY WALKTHROUGH** - <https://passports.vfsglobal.com/usa/en/zaf/login>
- **TRACKING WALKTHROUGH** - <https://visatracking.vfsglobal.com/Global->
Passporttracking/Track/Index?q=shSA0YnE4pLF9Xzwon/x/F7k1tK8h2krC6dm7vgUVS+9NjnQDLM4aKB7LMbWZ3tGmY6ZXtoUx+evBm96ZftRulYM8sCndMSDkGLGJCMszOV0tYf7IuzS/HNFBgXEYkx

VFS GLOBAL

English

Create an account

Register with VFS Global to start

Email*

Password*

Confirm Password*

Mobile Number *

Dial Code

Mobile Number without prefix(0)

Please read our [Privacy Notice](#) which explains how we use your personal data.

By Creating an account, I hereby consent to the processing of my personal data in accordance with VFS's Privacy Notice, including information necessary for communication and provision of services.

It is important that you read this information on [Data Transfer](#)

I consent to the international transfer of my data between VFS Global and its affiliates.

Privacy Policy [Terms & Conditions](#).

By clicking here, I state that I have understood and agreed to the terms and conditions.

 Success 

[Register](#)

Already registered with us? [click here](#) to login



Sign in

Enter your email and password to continue

* denotes mandatory fields

Email*

Password*



Verifying...



Sign In

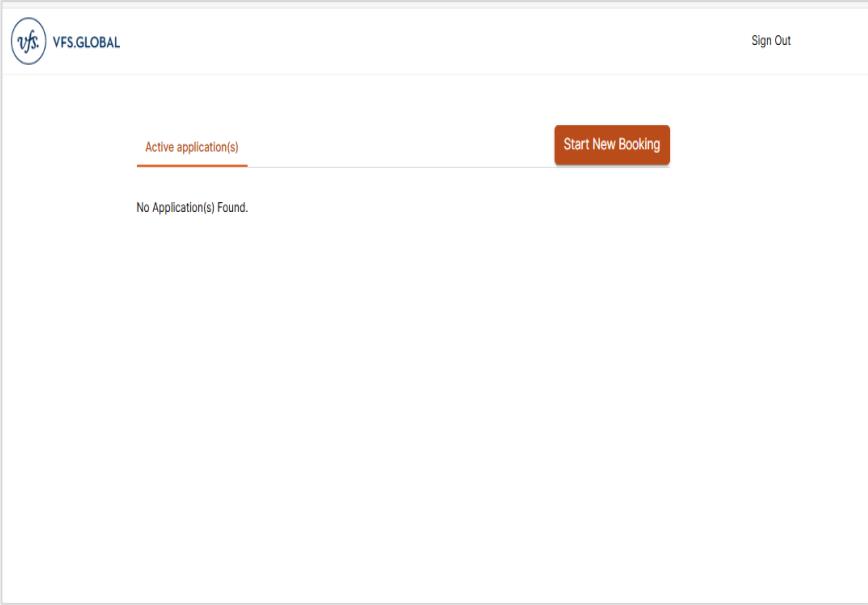
[Forgot Password](#)

[I don't have an account](#)

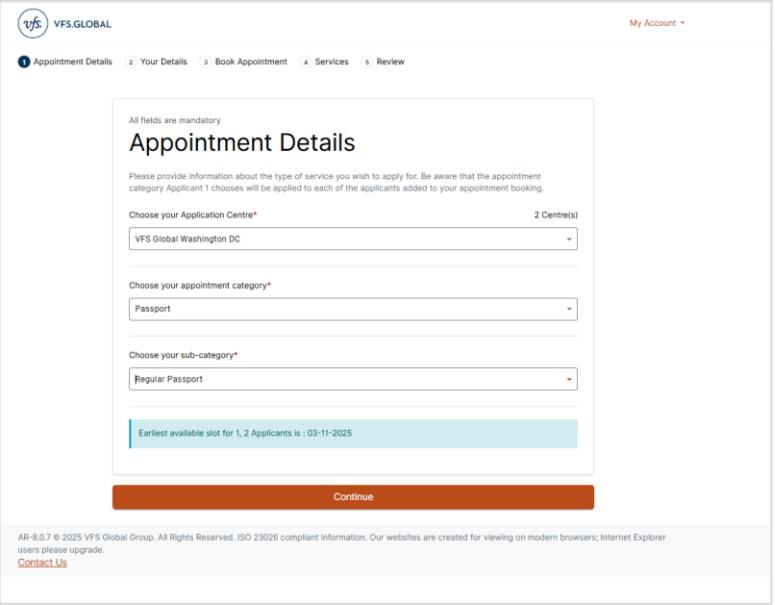
[Activate my account](#)

Appointment Journey

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The screenshot shows the VFS.GLOBAL homepage. At the top left is the VFS logo and the text 'VFS.GLOBAL'. At the top right are 'Sign Out' and 'My Account' buttons. Below the logo, there is a section titled 'Active application(s)' with a red underline. A message 'No Application(s) Found.' is displayed. To the right of this is a red button labeled 'Start New Booking'.



The screenshot shows the 'Appointment Details' step of the booking process. At the top left is the VFS logo and the text 'VFS.GLOBAL'. At the top right are 'My Account' and a 'Continue' button. Below the logo, a navigation bar shows steps 1 through 5: 'Appointment Details', 'Your Details', 'Book Appointment', 'Services', and 'Review'. A note 'All fields are mandatory' is displayed. The main section is titled 'Appointment Details' and contains the following fields:

- 'Choose your Application Centre*' dropdown: 'VFS Global Washington DC' (selected)
- 'Choose your appointment category*' dropdown: 'Passport' (selected)
- 'Choose your sub-category*' dropdown: 'Regular Passport' (selected)

A note at the bottom of this section states: 'Earliest available slot for 1, 2 Applicants is : 03-11-2025'. At the bottom right is a large red 'Continue' button.

Appointment Journey

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My Account ▾

VFS GLOBAL

Appointment Details Your Details Book Appointment Review

Complete the fields as requested

Your Details

IMPORTANT: Please fill in below information as it appears in the photo page of your passport. Your application will be rejected if the information provided does not match with your passport details.

Applicant 1

First Name*
TEST

Last Name*
TEST

Gender* Date Of Birth*
Female 16/10/1991

Current Nationality*
SOUTH AFRICA

Passport Number
12345454

Contact number*
1 123456789

Email*
TEST@TEST.COM

[Cancel](#) [Save](#)

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My Account ▾
XYZ205250389

VFS GLOBAL

Appointment Details Your Details Book Appointment Review

You must book appointments individually

Your Details Summary

Applicant 1
TEST TEST

[Edit](#) [Delete](#)

[Add another applicant](#)

[Go Back](#) [Continue](#)

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Appointment Journey

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VFS.GLOBAL

My Account XYZ205250389

Appointment Details Your Details Book Appointment Review

Complete the fields as requested

Book an Appointment

First choose the type of appointment you would like, followed by your preferred date. You will then be able to select from all the slot times currently available on that day.

Pick an Appointment Type

Choose a slot

Pick an appointment date

Available Unavailable

November 2025

MON	TUE	WED	THU	FRI	SAT	SUN
1	2					
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Go Back Continue

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VFS.GLOBAL

My Account XYZ205250389

Appointment Details Your Details Book Appointment Review

November 2025

MON	TUE	WED	THU	FRI	SAT	SUN
1	2					
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

Choose an appointment time

All

Time Standard

Available

Appointments within usual opening hours

09:00	Select
09:30	Select
10:00	Select
10:30	Select
11:00	Select

Load More

Go Back Continue

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Appointment Journey

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VFS VFS.GLOBAL

My Account *
XY2205250389

Appointment Details Your Details Book Appointment Review

usa
Citizen of
SOUTH AFRICA

Centre
VFS Global Washington DC

Appointment Category
Passport

Appointment Sub Category
Regular Passport

Your details

Applicant 1
TEST TEST

Appointment details

Appointment type
Standard

Date
05-11-2025

Time
09:30

Fees

Sub-Total 0.00

Additional Fees

Sub-Total 0.00

Total 0.00

I accept the [Terms and Conditions](#)

Yes, I agree to receive future communication on optional value added services offered by VFS Global

Go Back Confirm

VFS VFS.GLOBAL

Transaction Summary

Applicant details

Country of residence
usa
Citizen of
SOUTH AFRICA
Centre
VFS Global Washington DC
Appointment Category
Passport
Appointment Sub Category
Regular Passport

Your details

Applicant 1
TEST TEST

Appointment details

Reference
XY2205250389

Appointment type
Standard

Date
05-11-2025

Time
09:30-10:00

Fees

Sub-Total 0.00

Additional Fees

Sub-Total 0.00

Total 0.00

Home

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Appointment Journey

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VFS.GLOBAL

Active application(s)

Start New Booking

Appointment details

Regular Passport

Group Reference Number - XYZ205250389

Manage Appointment

Applicants:
TEST TEST

VFS.GLOBAL

Sign Out

Back

Regular Passport

Group Reference Number: XYZ205250389

Appointment details:

05-11-2025

1025 Vermont Ave NW Second Floor, Washington DC 10005

9:30-10:00

Cancel appointment Reschedule appointment

Resend confirmation letter Print appointment letter

Applicant details (1 Applicant)

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Track your Application

== \$0

 **VFS.GLOBAL**
EST. 2001

Apply For Visa to South Africa Passport In USA

TRACK YOUR APPLICATION

Application Reference Number*

Last Name*

 Enter the text shown in image

Mandatory *

SUBMIT **RESET**

Thank You!



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VFS.GLOBAL