F-1/J-1 Document Processing Times Extended

Changes are effective immediately until further notice. Due to high volume of inquiries and limited resources as a result of remote working, the Dashew Center is unable to accommodate rush requests. Please plan accordingly. Do not send multiple emails or submissions via our website for the same request. This only adds to our volume and slows down the process.

F-1 Visa Services
Current processing time is **15 business days** from the date of submission for the following requests:

- I-20 for Curricular Practical Training (CPT)
- I-20 for Optional Practical Training (OPT)
- I-20 for STEM OPT Extension
- I-20 Extensions
- I-20 for Change of Educational Level
- I-20 for Change of Major
- I-20 for Change of Status
- I-20 Replacement
- I-20 for Return from Leave of Absence
- F-2 I-20 Requests
- Travel Authorization Request
- Certification of Status Letter (COS)
- Social Security Number Support Letter (SSL)
- Individual Taxpayer Identification Number (ITIN)

J-1 Visa Services
Current processing time is **15 business days** from the date of submission for the following requests:

- New DS-2019 Requests
- DS-2019 Extensions
- Academic Training

Current processing time is **10 business days** from the date of submission for the following requests:

- Travel Authorization Signature
- Certification of Status Letter (COS)
- Social Security Number Support Letter
- Student On-Campus Employment
- Scholar Off-Campus Employment
- Out-of-Country Request

*NOTE: The processing time is in business days, this means Monday – Friday. If you submit on a weekend, your processing time will begin on the following Monday.*
NOTE: Request processing time does NOT include mailing time. A proper document request will first need to be submitted to the appropriate unit before being mailed out.

SHIPPING AND MAILING OPTIONS:

a. **Option 1: FedEx Express Mail** (Guaranteed delivery outside and within the U.S., tracking number & expedited delivery available, must provide 9-digit FedEx Account #)
   How to Open a FedEx Account #:
   I. Via Online: [www.fedex.com](http://www.fedex.com)
   II. Via Phone: 1-800-Go-FedEx (1-800-463-3339)
   III. Via In-Person: Go to a local FedEx Office location to open account #

b. **Option 2: eShipGlobal** (If you do not have a FedEx Account or are unable to create an account)
   
   **UCLA Dashew Center has partnered with eShipGlobal for efficient mailing service. In order to obtain your materials, please create an account and properly input mailing address and payment information. Please follow the link here:** [https://study.eshipglobal.com/custom/ucla/](https://study.eshipglobal.com/custom/ucla/)

   What is eShipGlobal?
   "eShipGlobal" is an online service that allows students to directly pay for documents sent from DCISS via mail. All Shipment communication will be handled by the eShipGlobal service.

   What are the payment options?
   eShipGlobal accepts Visa debit cards and all major credit cards (Visa, MasterCard, Amex and Discover), PayPal and wire transfers. The accepted currency is U.S. Dollars. Students can pay using the credit card of a parent, friend or relative. The charge will appear as eShipGlobal Inc. on your billing statement. Please note after inputting your billing address on the PayPal website, your shipment will be delivered to the destination address listed on your UEMS order.

   How do I contact eShipGlobal?
   eShipGlobal, Inc
   
   Customer Support Hours - Monday to Friday - 8.00 AM to 7.00 PM (CST)
   General Inquiries: 972-518-1775 (Within US) | 001-972-518-1775 (International callers)
   Support: (800) 816-1615
   Support Email: studentsupport@eshipglobal.com