

# I already mailed my documents to the TXSOS can you still help me?

Yes and maybe not.

If you made the painful mistake and already mailed your documents into the Texas Secretary of State in Austin, TX to receive an apostille certificate on a document, but can't wait weeks to months, we can possibly help you with your documents.

The hard part is tracking down and finding out where your documents are within the Texas apostille system.

This is verbatim what we have been told by the Texas Authentications Unit supervisor on what they will need from you to track down your mailed-in documents so they can physically give them to Apostille Texas to do expedited walk-in services.

*"The client has to contact us regarding wanting a courier service to pick up their document. We inform them to allow us time to search for their document. This **may take one or two days**. Once we locate their document, we give them a call informing them that the document has been retrieved, and they can call the courier to come to the office to pick up the document. We also inform them that the document will be processed once the courier shows up and informs us that he/she is here to pick up the document for their client."*

They will also need from you:

1. The name you put down on the Apostille Form 2102 (the Texas apostille order form) that you mailed to the Texas Secretary of State, along with your documents.
2. The exact phone number that you listed on the Texas

Apostille Form 2102.

3. The FedEx/UPS/DHL/USPS tracking number. If you sent in your documents to the state **without a tracking number the state has told us that they probably won't be able to find your documents and we won't be able to help you sadly.**
4. The date that your documents were delivered to the Texas Secretary of State (check online tracking information).