



# Guidance for Congressional Offices

## AMERICAN FLAG REQUEST FAQs

The program to have an American flag flown over the U.S. Capitol is managed by the Architect of the Capitol (AOC). This guidance is intended for use by congressional offices. Flag requests from the public must be made through congressional offices.

### GENERAL

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#### Where is the AOC Flag Office located?

- The AOC Flag Office is in the basement of the U.S. Capitol Building, Room HT-12.

#### How can I contact the AOC Flag Office?

- By phone at 202.228.4239, email at [flagoffice@aoc.gov](mailto:flagoffice@aoc.gov), or visit the U.S. Capitol Building, Room HT-12.
- The office is open Monday through Friday, 8:30 a.m. to 5 p.m.

#### What do I need to have a flag flown?

- Three items are needed, per request: a request form from the requesting congressional office, a flag-flying fee card (one for each flag), and a purchased flag. All three items must be provided to the AOC Flag Office.

#### Where can I find a request form?

- Request forms can be found electronically at <https://www.aoc.gov/sites/default/files/flagform.pdf> or paper forms are available inside the AOC Flag Office, U.S. Capitol Building, Room HT-12.

#### Where can I purchase a fee card?

- Purchase a flag-flying fee card from one of the following locations:
  - Staff of a U.S. House of Representatives office: Visit the House Office Supply (CAO) in the Longworth Building (202.225.3321, Room B217).
  - Staff of a U.S. Senate Office: Visit the Senate Stationery Store in the Dirksen Building (202.224.7356, Room SDB-40D).

#### Where can I purchase a flag?

- Purchase a flag from one of the following locations:
  - Staff of a U.S. House of Representatives office: Visit the House Office Supply (CAO) in the Longworth Building (202.225.3321, Room B217).
  - Staff of a U.S. Senate Office: Visit the Senate Stationery Store in the Dirksen Building (202.224.7356, Room SDB-40D).

#### Can I purchase flags, flag-flying fee cards or obtain refunds from the AOC Flag Office?

- Flags or fee cards may not be purchased within the AOC Flag Office.
- For assistance with payment and issuing refunds, congressional office staff should contact the respective House or Senate location in which the flag was purchased.

### **Will the AOC Flag Office deliver flags?**

- No, the AOC Flag Office does not handle mail. Directions for the congressional office delivery of flag orders are in the House and Senate specific sections below.

### **Can any U.S. flag or any size U.S. flag fly over the U.S. Capitol? Will the AOC Flag Office fly personal U.S. flags?**

- The AOC Flag Office will accept requests to fly personal U.S. flags not purchased at the Senate Stationery Store or House Office Supply. However, only an official 50-star U.S. flag or a past official U.S. flag are eligible to be flown as personal flags (no state flags or otherwise are permitted). All flags must be made in the United States and can be no larger than 8' x 12'.
- The form should be clearly noted on the request form that this is a personal U.S. flag. The flag should be hand delivered to the AOC Flag Office by a congressional office staff member and given directly to an AOC employee affiliated with the AOC Flag Office.

### **What is the processing time to have a flag flown?**

- It generally takes one week to have a flag flown and certificate completed or one week after a specific fly date.
- Flags are flown daily year-round, weather permitting, excluding Thanksgiving Day, Christmas Day and New Year's Day.
- A date can be selected for the flag to be flown but if you are selecting a date, the flag request cannot be submitted more than two weeks in advance of the selected date. Requests sent more than two weeks in advance will be sent back to the congressional office due to the lack of storage space in the AOC Flag Office.

### **How do I indicate a specific fly date?**

- Indicate a flag fly date on the flag request form.
- If a fly date is not specified on the request form, it will be flown on the date received.
- Dates indicated on the request form will be reflected on the certificate.
- To omit a fly date on the certificate, omit the date or write "omit" on the request form.

## **U.S. HOUSE OF REPRESENTATIVES FLAG REQUEST FAQs**

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### **What is the procedure for processing large flag orders?**

- Bulk orders (10 or more) can be submitted through the automated, web-based system or ordered from the House Office Supply and sent directly to the AOC Flag Office. Included with the bulk order should be individual flag-flying fee cards (one per flag).
- For 10 or more flags, please secure them in a box.
- The AOC Flag Office request form can be found at <https://www.aoc.gov/sites/default/files/flagform.pdf>.
- Make sure the form or letter accompanies the order, along with the information for the certificates. If a letter or form is not attached to the bulk order, all certificates will contain a standard statement indicating the flag was flown over the U.S. Capitol at the request of the representative.
- If the certificate will reflect different names but the same message, use one request form and attach the names to the request form on a separate sheet.

### **How are flags returned to Member offices?**

- Once flags are flown by the AOC Flag Office, the flags are delivered to the House Office Supply and delivered by House Postal Operations. If the AOC Flag Portal indicates “Out for Delivery,” this means House postal operations has already or will be attempting delivery directly to the Member’s office. House Postal Operations will only attempt one delivery; contact their office for any missed deliveries (202.226.3764; Longworth Building, Room B240).

### **Flags were delivered to my office with no certificate. How do I find out who they belong to?**

- Flags delivered with no certificate are unflown flags. Refer to the CMS System and enter the House Office Supply FO number to locate the requestor.
- All CMS technical or troubleshooting requests should be handled by House Office Supply.

### **Who do I contact for assistance with the Member’s website?**

- House Office Supply can assist with Member webpage issues.

### **Who do I contact for assistance with the AOC Flag Portal?**

- Questions or concerns related to the AOC Flag Portal should be directed to the AOC Flag Office by phone at 202.228.4239, email at [flagoffice@aoc.gov](mailto:flagoffice@aoc.gov), or visit the U.S. Capitol Building, Room HT-12.

### **What is the process for tracking AOC Flag Portal requests?**

- Online flag orders are tracked using the House Order number (a six-digit number) or by providing the [pay.gov](https://pay.gov) transaction ID number.
- Contact the AOC Flag Office to create an AOC Flag Portal coordinator account with a designated flag coordinator.
- Requests received through the AOC Flag Portal are returned to CAO and are delivered by Postal Operations.
- Postal Operations will only attempt one delivery; contact their office for any missed deliveries (202.226.3764, Longworth Building, Room B240).
- Member offices are required to keep flag coordinator information up to date to receive notifications of orders that need to be processed as well as approved or canceled requests.
- If there is a request in the AOC Flag Portal, do not bring a flag to the AOC Flag Office. This will duplicate the request. For questions about orders, call the AOC Flag Office by phone at 202.228.4239, email at [flagoffice@aoc.gov](mailto:flagoffice@aoc.gov), or visit the U.S. Capitol Building, Room HT-12.
- Do not close online flag orders in the AOC Flag Portal until the flag is provided to your intended recipient. Once the order is closed, it’s no longer viewable.

### **The flag request did not populate in the AOC Flag Portal, where can I locate it?**

- Any request that does not populate in the AOC Flag Portal but can be located within the Member’s “Fireside, IQ, Indigov” platforms, indicates that the request is an unflown flag. Unflown flag requests will never populate into the AOC Flag Portal.

## **U.S. SENATE FLAG REQUEST FAQs**

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### **How do I request pre-flown flags?**

- Pre-flown flags can be obtained at the Senate Stationery Store. When submitting flag requests from the United States Senate, please use forms provided by Senate Printing and Graphics and Direct Mail Office (SD-G82).

**Can I have a pre-flown flag certificate personalized?**

- No, pre-flown requests cannot have personalized messages. All pre-flown certificates come with a preprinted standard message.

**If I take a flag request to Senate Printing and Graphics, where can I pick up the completed request?**

- Options for pickup or delivery should be indicated on the request form.
- Senate Printing and Graphics will handle all mailing requests.

**Can the AOC Flag Office assist with the Senate Online Process?**

- No, please contact Senate Printing and Graphics for assistance.